Acronis

Cyber Protect Cloud integration with CloudBlue PSA

Streamline your service provider business with integrated monitoring and service ticketing

What's the importance?

With cyberattacks growing in sophistication, speed, and intensity, service providers must realize that it's not a matter of **if** an attack will compromise their clients' systems, but **when.** However, managing different software and constantly switching between multiple management tools may lead to missed alerts, unseen threats, or unperformed critical updates — putting clients at risk of permanent data loss.

The integration of Acronis with CloudBlue PSA — a comprehensive professional services automation and revenue management software — allows you to ensure your clients' data is always protected and alerts you about issues as they arise directly within the CloudBlue PSA interface enabling you to resolve them immediately.

Acronis Cyber Protect Cloud integration with CloudBlue PSA

Acronis Cyber Protect Cloud — our single-agent solution for cybersecurity, data protection, and endpoint protection management — integrates with CloudBlue PSA to make it easier than ever to keep an eye on the data, applications, and systems you protect for your clients. Solve your clients' cyber protection challenges faster and streamline management, monitoring, and ticketing all through CloudBlue PSA.

About Acronis Cyber Protect Cloud

The only single-agent solution that natively integrates cybersecurity, data protection, and management to protect data, endpoints, and systems.

The world's best backup and recovery

Full-image and file-level backup and recovery safeguard data on more than 20 platforms — with near-zero RPOs and RTOs.

Enhanced with essential cyber protection at no additional cost

Our advanced machine intelligence-based behavioral detection engine stops malware, ransomware, and zero-day attacks on client endpoints and systems.

With protection management built for service providers

Enable thorough post-incident investigations and proper remediation, while keeping costs down by collecting digital evidence and storing it in a secure central repository.
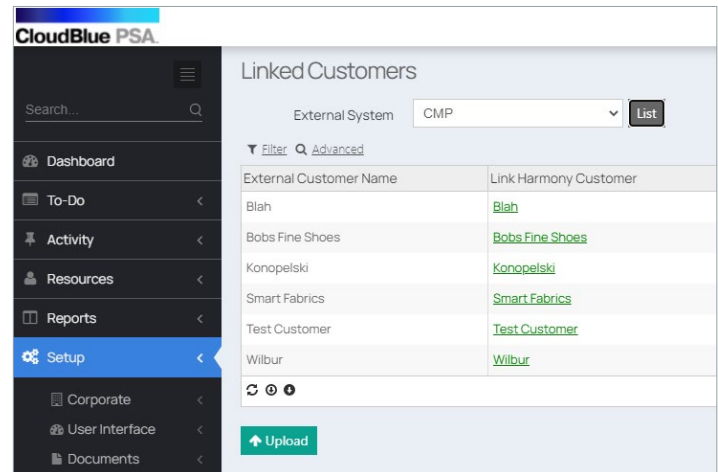
Acronis Cyber Protect Cloud integration with CloudBlue PSA use cases

Deliver better protection with less effort

Customer mapping

With integrated CloudBlue PSA and Acronis accounts, you can rely on synchronized ticket creation to boost productivity. Map an existing Acronis Cyber Protect Cloud customer tenant with a CloudBlue PSA client, or create a new customer tenant from within the cyber protection console and map it automatically.
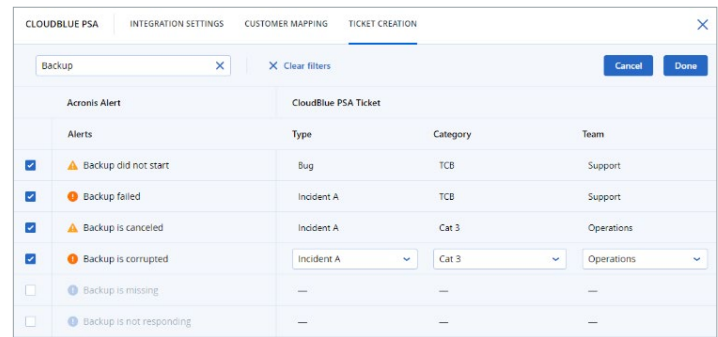
Additionally, you can perform customer mapping through the Ingram Micro Cloud Marketplace. Automatically match CloudBlue PSA clients with Acronis customer tenants based on their associated Ingram Micro IDs.

Automated alerts

Save time while protecting your clients' systems and data. The integration synchronizes Acronis alerts to the alerts in the CloudBlue PSA interface, enabling you to process them within your existing rules setup. Quickly react to and address protection issues, and bring data back on-line faster.

Instant response time leads to better cyber protection and ensures that if a client needs to restore data, the files they need are available and up-to-date.

Ticket resolution and alert clearing

Reduce administrative burden by automatically closing tickets in CloudBlue PSA when the originating Acronis alert is cleared. Additionally, you can configure your tickets' reopening rule based on the number of days that the ticket was closed.

The reverse scenario is also applicable — if a CloudBlue ticket is marked as resolved, the originating Acronis alert is automatically set to 'fixed'.

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Learn more at
www.acronis.com