

Acronis Cyber Backup Cloud Integration with Autotask

Autotask® is a leading IT business management solution that is utilized by thousands of service providers worldwide to optimize their day-to-day operations. With Acronis Cyber Backup Cloud's integration with the Autotask Professional Services Automation (PSA) software, service providers can solve their clients' data protection challenges faster and make provisioning of the backup service and billing operations easier than ever. With the native integration, you can:

- Automatically **create tickets** in Autotask based on Acronis Cyber Backup Cloud alerts
- **Provision backup services** to clients from the Autotask PSA console
- Automatically **set up quotas** for customers in Acronis Cyber Backup Cloud

SERVICE PROVIDER BENEFITS

- **Streamline billing** by mapping the services between Acronis Cyber Backup Cloud and Autotask.
- **Control your data protection services offerings** by automatically setting up quotas in Acronis Cyber Backup Cloud based on contract details in Autotask.
- **Reduce management overhead** by provisioning backup services right from the Autotask console and eliminate the need to manually provision from Acronis Cyber Backup Cloud's management console.
- **Improve the reliability and quality of your data protection services** by quickly responding to customer issues related to backup, recovery, and subscriptions.



ABOUT ACRONIS CYBER BACKUP CLOUD

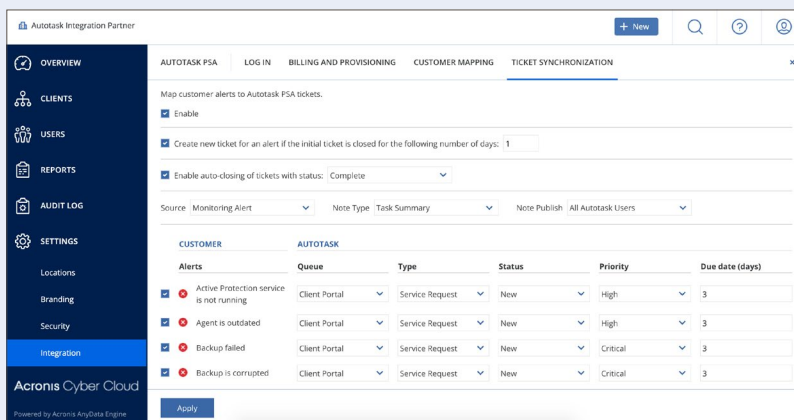
Safeguard data and systems in any environment – physical or virtualized, on-premises or in the cloud – with Acronis Cyber Backup Cloud, the only solution that leverages the backup industry's most advanced anti-ransomware technology to protect more than 20 platforms. As a turnkey SaaS-based solution, it is as seamless to deploy as it is to manage and does not add complexity to any IT infrastructure – with almost no impact on system performance.

With Acronis Cyber Backup Cloud, you can manage all customers and backups remotely from a single, multi-tenant, web-based management portal.

INTEGRATE IN A FEW CLICKS AND WORK RIGHT IN THE ACRONIS MANAGEMENT CONSOLE

Using Acronis' new console, you can set up and manage the integration of Acronis Cyber Backup Cloud with Autotask PSA. In the console, you can:

- Map Autotask services to Acronis Cyber Backup Cloud offering items to automate billing and provisioning.
- Choose which data protection services to exclude from Autotask invoices to streamline billing.
- Create and synchronize new Acronis Cyber Backup Cloud accounts for existing Autotask accounts automatically or manually.
- Configure deprovisioning rules to automatically delete and disable client accounts.
- View the health status of all integrations to ensure everything works.
- Choose one or more of the Acronis Cyber Backup Cloud alert types and automatically create tickets in Autotask.
- Specify Autotask tickets' details (e.g., queue, type, status, priority, and due date) based on the alert type in the backup service.
- Configure your tickets' reopening rule based on the number of days that the ticket was closed.
- Link existing accounts in Autotask and Acronis Cyber Backup Cloud to synchronize ticket creation and usage quotas.



Integration Settings in the Acronis Cyber Cloud Console

Account	Contract	Queue	Status	Priority	Created	Due	Total Hours Worked	Billed Hours
T20170908.0003	1DCUgrade1	Monitoring Alert	Scheduled	High	09/11/2017 06:49 AM	09/19/2017 06:49 AM	0.00	0.00
T20170908.0002	1DCUgrade3	Monitoring Alert	Scheduled	High	09/08/2017 09:22 AM	09/10/2017 09:22 AM	0.00	0.00
T20170908.0004	1DCUgrade2	Monitoring Alert	Scheduled	High	09/08/2017 09:22 AM	09/10/2017 09:22 AM	0.00	0.00
T20170908.0007	1DCUgrade1	Client Portal	New	Critical	09/08/2017 09:22 AM	09/11/2017 09:22 AM	0.00	0.00
T20170908.0008	1DCUgrade3	Monitoring Alert	Scheduled	High	09/08/2017 09:22 AM	09/10/2017 09:22 AM	0.00	0.00
T20170908.0001	1DCUgrade3	Monitoring Alert	Scheduled	High	09/08/2017 09:22 AM	09/10/2017 09:22 AM	0.00	0.00
T20170908.0008	1DCUgrade2	Client Portal	New	Critical	09/08/2017 09:22 AM	09/11/2017 09:22 AM	0.00	0.00

Tickets in the Autotask Console Based on Acronis Cyber Backup Cloud Alerts