

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

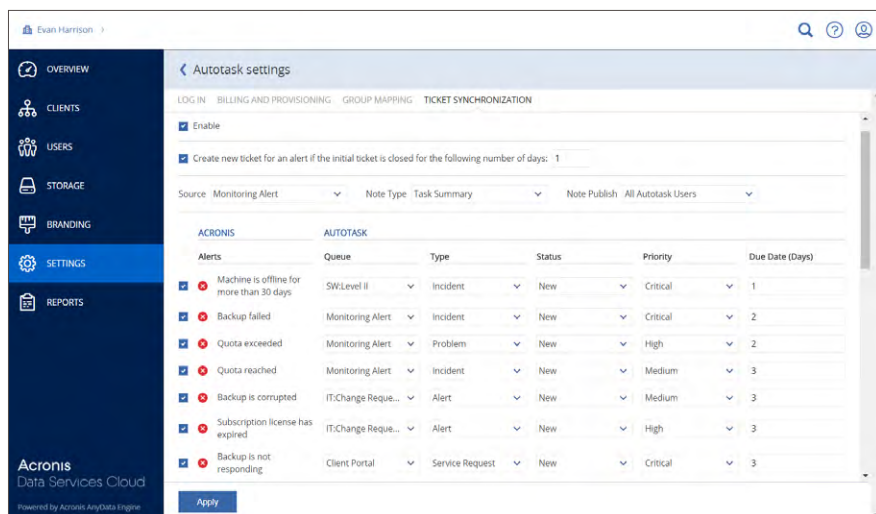
Service Provider Benefits

- **Streamline billing** by mapping the services between Acronis Backup Cloud and Autotask.
- **Control your data protection services offerings** by automatically setting up quotas in Acronis 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 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 Backup Cloud

Acronis Backup Cloud is a powerful hybrid cloud backup solution for service providers that protects all their customers' systems and mobile devices, anytime, anywhere, faster than anyone else.

With zero upfront costs and a pay-as-you-go business model, you can easily attract new customers and realize incremental revenues with a service that puts you in control.



Integration Settings in the Acronis Data Services Cloud Console



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 Backup Cloud with Autotask PSA. In the console, you can:

- Map Autotask services to Acronis 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 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 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 Backup Cloud to synchronize ticket creation and usage quotas.



For additional information, please visit www.acronis.com

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Account	Contract	Queue	Status	Priority	Created	Due	Total Hours Worked	Billed Hours	
1DCUppgrade1		Monitoring Alert	Scheduled	High	09/11/2017 06:49 AM	09/16/2017 06:49 AM	0.00	0.00	
1DCUppgrade1		Client Portal	New	Critical	09/11/2017 06:49 AM	09/14/2017 06:49 AM	0.00	0.00	
1Autoprov		Client Portal	New	Critical	09/11/2017 06:30 AM	09/14/2017 06:30 AM	0.00	0.00	
1Autoprov		Client Portal	Escalate	Critical	09/11/2017 06:24 AM	09/13/2017 06:24 AM	0.00	0.00	
1Autoprov		Client Portal	New	High	09/11/2017 01:03 AM	09/21/2017 01:03 AM	0.00	0.00	
1Autoprov		Client Portal	New	High	09/11/2017 12:40 AM	09/21/2017 12:40 AM	0.00	0.00	
1DCUppgrade2		Client Portal	New	Critical	09/08/2017 06:22 PM	09/16/2017 06:22 PM	0.00	0.00	
1DCUppgrade3		Monitoring Alert	Scheduled	High	09/08/2017 06:22 AM	09/10/2017 06:22 AM	0.00	0.00	
T20170908.0003		Backup failed	Monitoring Alert	Scheduled	High	09/08/2017 06:22 AM	09/10/2017 06:22 AM	0.00	0.00
T20170908.0002		Backup failed	Monitoring Alert	Scheduled	High	09/08/2017 06:22 AM	09/10/2017 06:22 AM	0.00	0.00
T20170908.0004		Backup failed	Monitoring Alert	Scheduled	High	09/08/2017 06:22 AM	09/10/2017 06:22 AM	0.00	0.00
T20170908.0007		Backup is canceled	Client Portal	New	Critical	09/08/2017 06:22 AM	09/11/2017 06:22 AM	0.00	0.00
T20170908.0006		Backup failed	Monitoring Alert	Scheduled	High	09/08/2017 06:22 AM	09/10/2017 06:22 AM	0.00	0.00
T20170908.0001		Backup failed	Monitoring Alert	Scheduled	High	09/08/2017 06:22 AM	09/10/2017 06:22 AM	0.00	0.00
T20170908.0008		Backup status is unknown	Client Portal	New	Critical	09/08/2017 06:22 AM	09/16/2017 06:22 AM	0.00	0.00

Tickets in the Autotask Console Based on Acronis Backup Cloud Alerts