



ACRONIS-POWERED. SOTERIA CLOUD DELIVERED.

Soteria Cloud Remote Support

Secure remote support that fits into the wider protection and service workflow.

Remote access and support

Managed protection

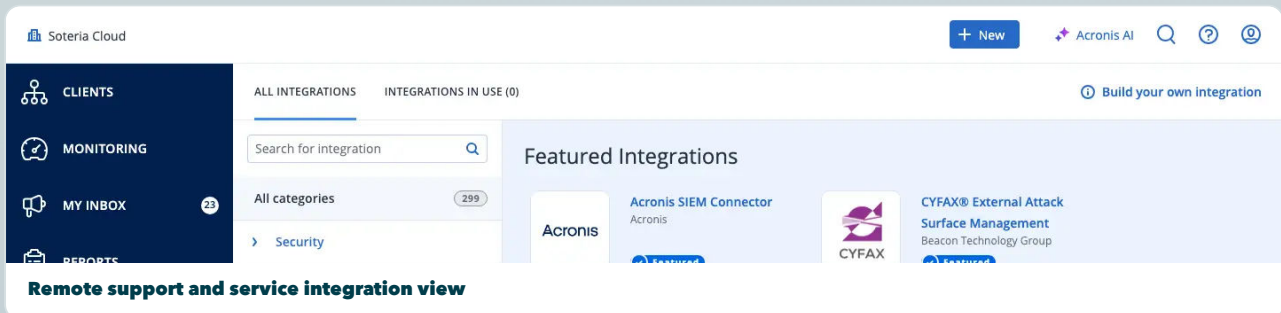
Zero Downtime. Zero Data Loss.

BUILT FOR

For IT teams and MSPs that need reliable remote assistance without separating support from protection.

Remote access is a critical support channel, but it needs to be controlled, auditable, and easy to operationalize.

Acronis Powered by Acronis





BUSINESS VALUE

Protection that moves the business forward.

Remote access is a critical support channel, but it needs to be controlled, auditable, and easy to operationalize.

SOTERIA CLOUD OUTCOME

Secure remote support that fits into the wider protection and service workflow. Soteria Cloud surrounds the technology with onboarding, policy design, reporting, and accountable support.

TECHNOLOGY

Acronis Cyber Protect Connect

BEST FIT

For IT teams and MSPs that need reliable remote assistance without separating support from protection.

SERVICE CATEGORY

Remote access and support

01

Resolve support issues faster

02

Support distributed teams and remote endpoints

03

Keep remote assistance tied to service accountability



CAPABILITIES

One Soteria Cloud service around the critical work.

The service brings Acronis technology into a Soteria Cloud experience for buyers that need protection to be practical, visible, and supportable.

Core capabilities

- Remote desktop access
- Support session workflows
- Cross-platform assistance
- User support enablement
- Access control
- Operational reporting

Where it fits

- Remote endpoint support
- MSP helpdesk services
- Support for backup and security rollouts

Acronis Cyber Protect Connect capability

Soteria Cloud support model

Complements managed endpoint protection



SERVICE EXPERIENCE

From first assessment to ongoing assurance.

Soteria Cloud turns the product capability into a managed protection experience with clear steps, ownership, and review points.

Support workflow design
Protection requirements are mapped into practical settings, policies, and responsibilities.

Access policy setup
Protection requirements are mapped into practical settings, policies, and responsibilities.

Technician enablement
The capability becomes part of a managed Soteria Cloud protection experience.

Ongoing service reporting
Ongoing reporting, recovery checks, and service reviews keep protection measurable.

OFFER	Soteria Cloud Remote Support
POWERED BY	Acronis Cyber Protect Connect
BUSINESS IMPACT	Reduce risk, improve resilience, and make protection easier to understand across technical and business stakeholders.
NEXT STEP	Start with a Soteria Cloud protection assessment for the environment, workloads, users, and recovery priorities.

SOTERIA CLOUD

All your data. One strategy. Zero compromise.

Cyber resilience works best when backup, security, recovery, and support are connected under one service experience.