



## REMOTE ACCESS AND SUPPORT

# Soteria Cloud Remote Support

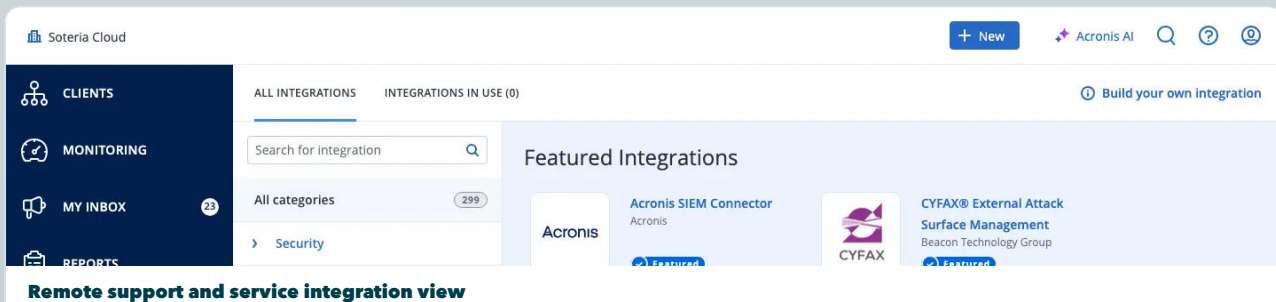
Secure remote support that fits into the wider protection and service workflow.

## AT A GLANCE

## Acronis Cyber Protect Connect

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

Acronis Powered by Acronis





**SPECIFICATIONS**

# Capabilities, fit, and service coverage.

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

|                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>OFFER</b><br><b>Soteria Cloud Remote Support</b>                                                                                                                                                                                                                     | <b>TECHNOLOGY</b><br><b>Acronis Cyber Protect Connect</b>                                                                                                                                                                         |
| <b>CATEGORY</b><br><b>Remote access and support</b>                                                                                                                                                                                                                     | <b>PRIMARY FIT</b><br><b>For IT teams and MSPs that need reliable remote assistance without separating support from protection.</b>                                                                                               |
| <b>PROTECTION PROMISE</b><br><b>Secure remote support that fits into the wider protection and service workflow.</b>                                                                                                                                                     | <b>SERVICE MODEL</b><br><b>Soteria Cloud onboarding, support, reporting, and review</b>                                                                                                                                           |
| <b>Included capabilities</b> <ul style="list-style-type: none"><li>• Remote desktop access</li><li>• Support session workflows</li><li>• Cross-platform assistance</li><li>• User support enablement</li><li>• Access control</li><li>• Operational reporting</li></ul> | <b>Business outcomes</b> <ul style="list-style-type: none"><li>• Resolve support issues faster</li><li>• Support distributed teams and remote endpoints</li><li>• Keep remote assistance tied to service accountability</li></ul> |

|                            |                                                                                                                |
|----------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>COMMON USE CASES</b>    | Remote endpoint support; MSP helpdesk services; Support for backup and security rollouts                       |
| <b>SERVICE COMPONENTS</b>  | Support workflow design; Access policy setup; Technician enablement; Ongoing service reporting                 |
| <b>SOTERIA CLOUD VALUE</b> | Protection delivered with practical implementation, operational visibility, and support ownership.             |
| <b>PROOF POINTS</b>        | Acronis Cyber Protect Connect capability; Soteria Cloud support model; Complements managed endpoint protection |

**TOTAL DATA PROTECTION**

## Zero Downtime. Zero Data Loss.

Soteria Cloud helps protect the workloads, identities, users, and services that keep the business moving.