



REMOTE ACCESS AND SUPPORT

Soteria Cloud Remote Support

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

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

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

- 01 Resolve support issues faster**
- 02 Support distributed teams and remote endpoints**
- 03 Keep remote assistance tied to service accountability**

EXECUTIVE BRIEF

Acronis
Cyber Protect Cloud

Complete cyber protection.
Simplified.



Risk
Identify and prioritize what matters most.

Control
Apply proven protection across your environment.

Outcome
Ensure business continuity and drive better results.



Secure. Compliant. Always Protected.
Back up, protect, and recover everything from a single cloud-native platform.

Complete Data Protection | Built-in Cybersecurity | Easy to Manage and Automate | Scalable for Any Business



EXECUTIVE CONTEXT

The business reason this matters.

The brief frames the operational pressure, the commercial reason to act, and the outcomes leadership should expect from the Soteria Cloud approach.

BUSINESS ISSUE

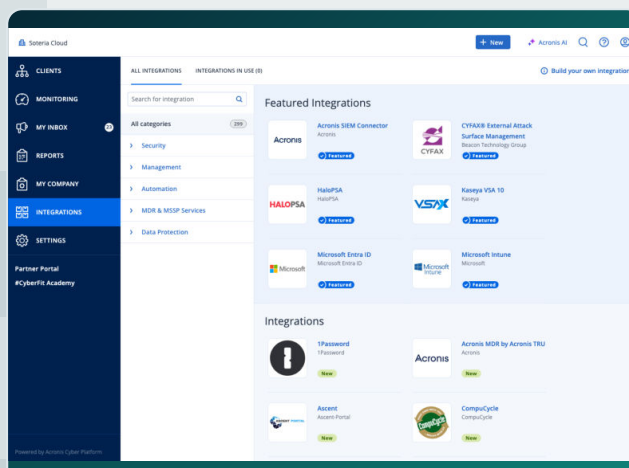
Remote access is a critical support channel, but it needs to be controlled, auditable, and easy to operationalize.

SOTERIA CLOUD POSITION

Secure remote support that fits into the wider protection and service workflow. Soteria Cloud packages the capability around business outcomes, operational ownership, and a clearer path from decision to adoption.

BEST FIT

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



From operational pressure to board-ready confidence.

Visual evidence and structured service packaging help buyers understand the path from risk to outcome.

01

Resolve support issues faster

02

Support distributed teams and remote endpoints

03

Keep remote assistance tied to service accountability

DECISION PATH

How the offer becomes an executive outcome.

Soteria Cloud positions the capability as a managed operating model, not a disconnected tool purchase.



DECISION DRIVERS

Remote desktop access

Support session workflows

Cross-platform assistance

User support enablement

PROOF POINTS

- Acronis Cyber Protect Connect capability
- Soteria Cloud support model
- Complements managed endpoint protection

Book a Soteria Cloud executive review.