

SOTERIA CLOUD REMOTE SUPPORT

How to resolve support issues faster

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

Remote access and support

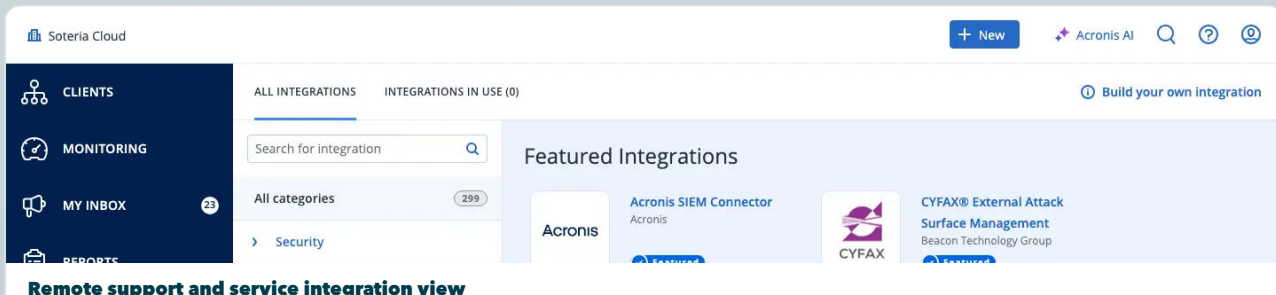
Acronis Cyber Protect Connect

STARTING POINT

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

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

Acronis Powered by Acronis





STEP-BY-STEP PATH

Move from scope to validated service without losing the buyer's objective.

These are the decisions and checks Soteria Cloud uses to turn Acronis Cyber Protect Connect capability into a practical service outcome.

01 Confirm objectives	Agree the business outcome, buyer priority, environment scope, and service owner.
02 Prepare access	Confirm the tenant, administrators, required integrations, and any customer approvals.
03 Apply the service	Enable the relevant Acronis-powered capability through the Soteria Cloud operating model.
04 Validate results	Check coverage, reports, alerts, exceptions, and user impact before broad rollout.
05 Review and improve	Use recurring service reviews to keep the protection model current and measurable.

KEY OUTCOME

Resolve support issues faster. The service is shaped around the workloads, users, data, and risk profile that matter most.

TECHNOLOGY FOUNDATION

Acronis Cyber Protect Connect

PROTECTION FOCUS

Remote access and support

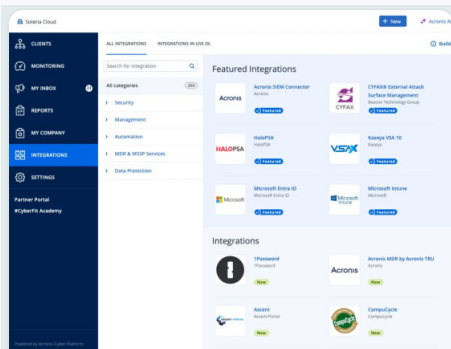
SERVICE OWNER

Soteria Cloud

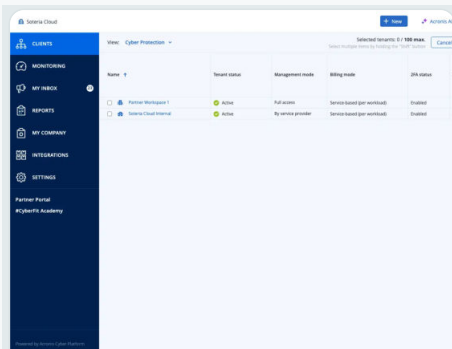
SCREEN CUES

Use the console views to confirm progress and explain the service clearly.

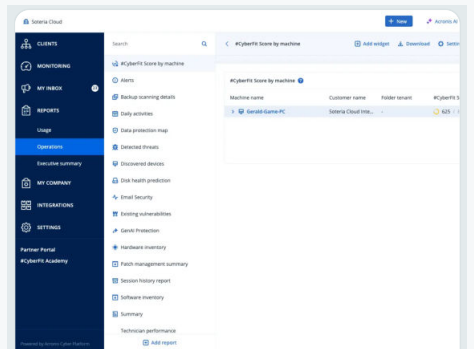
Secure remote support that fits into the wider protection and service workflow. The screens below help buyers understand where scope, controls, and reporting evidence come from.



Remote support and service integration view



Confirm services and scope



Review reporting evidence

Remote access and support scope has named owners and clear exclusions.

Required administrator access and customer approvals are confirmed.

Policies match the workload, user, data, and recovery risk profile.

Reports show coverage, exceptions, and action owners in plain language.

Soteria Cloud review rhythm is agreed for changes, incidents, and renewals.

BUYER CHECKPOINT

Before expanding the service, confirm that the buyer can see what is protected, what is excluded, what needs action, and how Soteria Cloud reports improvement.

OPERATIONAL FIT

Clear coverage, visible progress, and support when it matters.

The result is a protection approach customers can understand, fund, and measure through recurring Soteria Cloud reviews.

01

Resolve support issues faster

02

Support distributed teams and remote endpoints

03

Keep remote assistance tied to service accountability

Controls to put in place

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

Strong fit scenarios

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

SOTERIA CLOUD

Protection should be operational, not theoretical.

Soteria Cloud brings Acronis-powered capability together with onboarding, support, and recurring review.