

ACRONIS-POWERED. SOTERIA CLOUD DELIVERED.

How to run a monthly cyber resilience service review

Convert technical protection data into a buyer-friendly review of coverage, incidents, recovery confidence, spend drivers, and next actions.

Buyer-ready

Operational evidence

Total Data Protection

BEST FIT

MSPs, resellers, customer executives, account managers, and IT leaders running recurring service reviews.

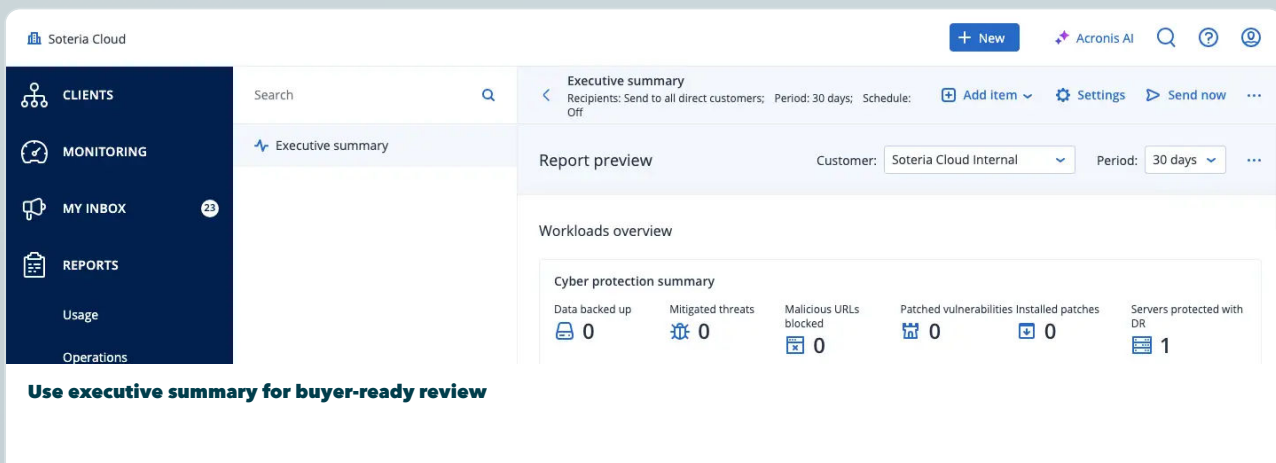
The buyer wants to know what changed, what was protected, what risk remains, and what actions need approval.

Acronis

Powered by Acronis



Soteria Cloud delivered



The screenshot displays the Soteria Cloud dashboard. On the left is a navigation menu with options: CLIENTS, MONITORING, MY INBOX (with a 23 badge), REPORTS, Usage, and Operations. The main content area shows the 'Executive summary' report preview. At the top, it says 'Recipients: Send to all direct customers; Period: 30 days; Schedule: Off'. Below this, the 'Report preview' section shows 'Customer: Soteria Cloud Internal' and 'Period: 30 days'. The 'Workloads overview' section includes a 'Cyber protection summary' with the following metrics: Data backed up (0), Mitigated threats (0), Malicious URLs blocked (0), Patched vulnerabilities (0), Installed patches (0), and Servers protected with DR (1). At the bottom of the screenshot, a text box reads: 'Use executive summary for buyer-ready review'.



BUYER NEED

Make the commercial requirement operational.

Cybersecurity and continuity decisions now need business visibility, not only ticket notes or technical dashboards.

BUYER TRIGGER

The buyer wants to know what changed, what was protected, what risk remains, and what actions need approval.

PRODUCTS INVOLVED

Cyber Protect Cloud, Advanced Backup, EDR, RMM, Microsoft 365 Protection, Email Security, DLP

CONSOLE SURFACES

Executive summary, Reports, Monitoring, Audit log, Subscription

01

Lead with outcomes: protected assets, incidents handled, recovery readiness, and unresolved exposure.

02

Use the same sections every month so buyers can see trends instead of isolated events.

03

Separate service performance from commercial recommendations.

04

Show exceptions with a decision path: accept, remediate, defer, or expand coverage.

05

Make usage and subscription changes easy to understand before they become billing questions.

06

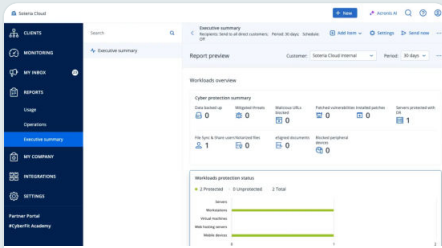
Tie recommendations to buyer risk, not product upsell language.

PRACTICAL PATH

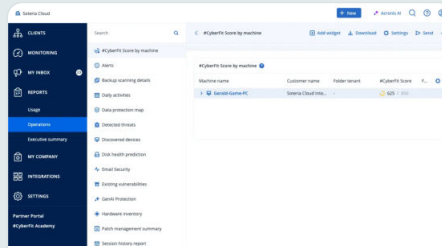
Turn the offer into a repeatable service motion.

Soteria Cloud positions Acronis technology around buyer outcomes, support ownership, recurring review, and evidence that can be explained without product jargon.

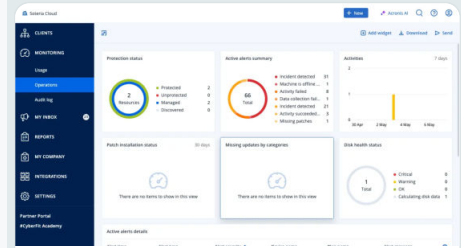
COLLECT THE MONTH	Pull executive summary, reports, monitoring status, audit activity, incidents, restore tests, and subscription or usage changes.
SUMMARIZE OUTCOMES	Translate technical events into buyer language: protected, blocked, restored, investigated, unresolved, or approved exception.
REVIEW RISK AND GAPS	Call out unprotected workloads, failed jobs, unmanaged devices, open security events, patch exposure, DLP exceptions, and SaaS gaps.
EXPLAIN SPEND DRIVERS	Show how users, storage, workloads, devices, and service packs affect current and future cost.
CLOSE WITH DECISIONS	Leave the review with approved actions, accepted risks, expansion recommendations, and dates for completion.



Use executive summary for buyer-ready review



Show operational reporting evidence



Track current protection health

BUYER OUTCOME

Convert technical protection data into a buyer-friendly review of coverage, incidents, recovery confidence, spend drivers, and next actions.



EVIDENCE

Show the proof buyers expect to see.

Soteria Cloud service reviews give buyers visible status, known exceptions, agreed actions, and a reviewable record of protection activity.

Evidence to keep

- Executive summary
- Protection and usage reports
- Incident and audit activity
- Restore-test status
- Approved service actions

Measures to review

- Coverage trend
- Resolved incidents
- Restore confidence
- Exceptions aging
- Approved actions closed

01

Coverage trend

02

Resolved incidents

03

Restore confidence

04

Executive summary

05

Protection and usage reports

06

Incident and audit activity

SOTERIA CLOUD

All your data. One strategy. Zero compromise.

Acronis-powered protection packaged with Soteria Cloud onboarding, service ownership, reporting, and recurring buyer-ready review.