



ACRONIS-POWERED. SOTERIA CLOUD DELIVERED.

How to onboard a new customer with a protection baseline

Turn a new customer into a protected Soteria Cloud account with standard services, clear scope, and reviewable evidence from day one.

Buyer-ready

Operational evidence

Total Data Protection

BEST FIT

MSPs, resellers, and customer IT teams onboarding a new managed protection customer.

A new customer, department, or site needs backup, security, Microsoft 365 protection, and reporting without starting from a blank page.

Acronis

Powered by Acronis



Soteria Cloud delivered

Soteria Cloud

+ New

Acronis AI

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CLIENTS

MONITORING

MY INBOX 23

REPORTS

MY COMPANY

View: Cyber Protection

Configure services

Name	Tenant status	Management mode	Billing mode	2FA status	7-day history
Partner Workspace 1	Active	Full access	Service-based (per workload)	Enabled	
Soteria Cloud Internal	Active	By service provider	Service-based (per workload)	Enabled	

Confirm customer and tenant scope



BUYER NEED

Make the commercial requirement operational.

Buyers want faster onboarding and fewer gaps between sales commitments, technical rollout, and recurring service reviews.

BUYER TRIGGER

A new customer, department, or site needs backup, security, Microsoft 365 protection, and reporting without starting from a blank page.

PRODUCTS INVOLVED

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

CONSOLE SURFACES

Clients, Configure services, Monitoring, Reports, Executive summary

01

Package the first 30 days as a measurable protection rollout, not a one-time setup.

02

Separate standard baseline controls from approved customer exceptions.

03

Create the executive summary before the first service review so evidence starts early.

04

Use the same naming and tier structure across tenants to make support easier.

05

Confirm backup, endpoint, and SaaS coverage before switching the customer to normal operations.

06

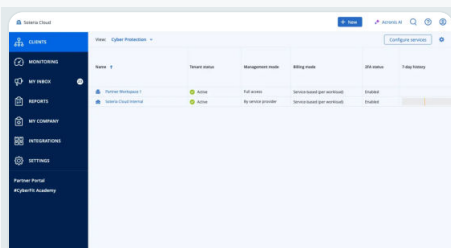
Treat unprotected assets as commercial follow-up opportunities, not just technical notes.

PRACTICAL PATH

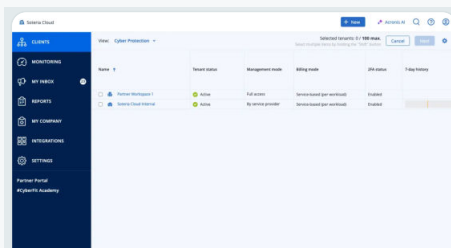
Turn the offer into a repeatable service motion.

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

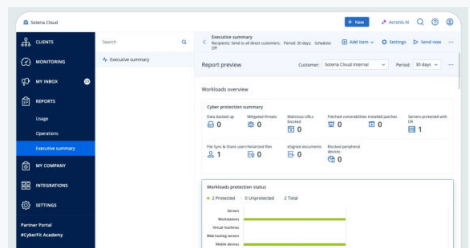
CONFIRM THE BUYER OUTCOME	Agree what the customer is buying: protected workloads, protected users, recovery readiness, cyber visibility, or a complete managed resilience package.
CREATE THE TENANT SCOPE	Use the Clients view to confirm the customer record, tenant structure, service tier, billing ownership, and support contacts.
ENABLE THE RIGHT SERVICES	Open Configure services and switch on the services included in the offer, such as backup, Microsoft 365 protection, RMM, EDR, email security, or DLP.
APPLY BASELINE POLICIES	Group workloads and users by tier so backup, retention, endpoint security, alerting, and reporting policies can be applied consistently.
PRODUCE FIRST EVIDENCE	Review Monitoring, Reports, and Executive summary to show onboarding status, exceptions, open actions, and early protection outcomes.



Confirm customer and tenant scope



Enable the services included in the offer



Prepare customer-ready evidence

BUYER OUTCOME

Turn a new customer into a protected Soteria Cloud account with standard services, clear scope, and reviewable evidence from day one.

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

- Customer scope and enabled services
- Protected workload and user counts
- Open exceptions and excluded assets
- First backup and security status
- Executive summary ready for review

Measures to review

- Time from sale to protected tenant
- Baseline coverage rate
- Unprotected asset count
- Open onboarding actions
- First review completed

01

Time from sale to protected tenant

02

Baseline coverage rate

03

Unprotected asset count

04

Customer scope and enabled services

05

Protected workload and user counts

06

Open exceptions and excluded assets

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.