

SOTERIA CLOUD REMOTE SUPPORT

How to support remote users without losing control

Make remote assistance faster, more accountable, and better connected to protection workflows.

Remote access and support

Acronis Cyber Protect Connect

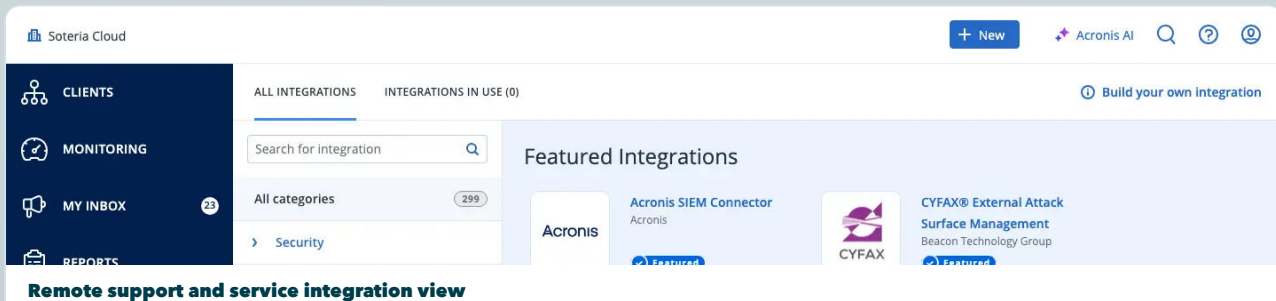
Total Data Protection

BEST FIT

MSPs, helpdesks, and IT teams supporting distributed users, branch locations, and remote endpoints.

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

Acronis Powered by Acronis



DECIDE FIRST

Make the business choices clear before rollout.

Useful protection starts with the workloads, users, data, recovery targets, and risk decisions that shape the service.

01

Which users and devices can receive remote support

02

How remote sessions are approved

03

Which technician roles need access

04

How support activity is tracked

05

When remote support links to backup or security actions

06

What service reporting is required

Readiness checklist

- Define supported device groups and user expectations
- Set technician access and session controls
- Align remote support with endpoint protection coverage
- Capture session outcomes and unresolved risks
- Review repeated support patterns

Gaps to close

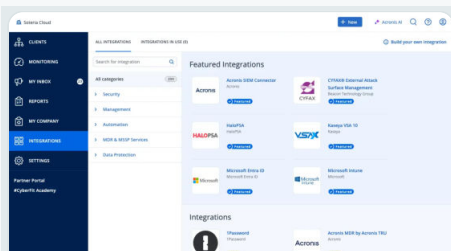
- Remote access tools outside the protection workflow
- Technician permissions not matched to support roles
- Support sessions creating no useful service evidence
- Endpoint issues fixed without checking protection status

PRACTICAL PATH

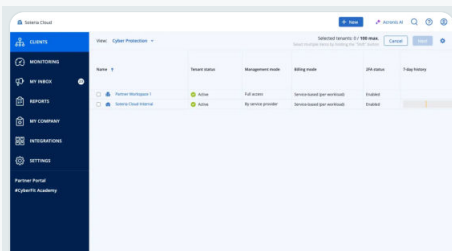
Turn the requirement into an operating model.

Soteria Cloud surrounds Acronis technology with assessment, policy design, onboarding, review, and support ownership.

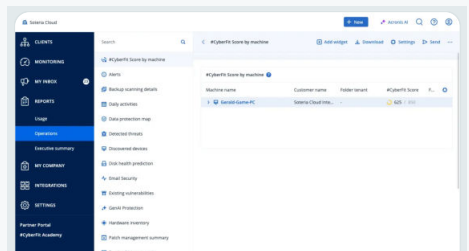
SCOPE SUPPORT	Identify the users, platforms, endpoint groups, and support scenarios covered by Soteria Cloud.
CONTROL ACCESS	Set access expectations for technicians, approvals, sessions, and supported devices.
CONNECT PROTECTION	Make backup, endpoint security, and device health visible when remote assistance is needed.
TRACK OUTCOMES	Capture what was fixed, what remains open, and whether protection gaps were found.
REVIEW PATTERNS	Use recurring support themes to improve endpoint management and user experience.



Remote support and service integration view



Confirm services and scope



Review reporting evidence

SOTERIA CLOUD OFFER

Soteria Cloud Remote Support

POWERED BY

Acronis Cyber Protect Connect

SERVICE FIT

Best for buyers that need remote support aligned with endpoint protection and accountable service delivery.

OUTCOME

Resolve support issues faster. The plan is stronger when controls, recovery expectations, and reporting evidence are connected from the start.



EVIDENCE

Measure the things that prove protection is working.

Good cyber resilience is visible. Buyers need coverage, exceptions, recovery confidence, and service actions they can understand.

01

Supported devices enrolled

02

Session outcomes captured

03

Technician access reviewed

04

Protection gaps identified

05

Repeat issues reduced

Business outcomes

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

Strong fit scenarios

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

SOTERIA CLOUD

All your data. One strategy. Zero compromise.

Secure remote support that fits into the wider protection and service workflow. Delivered with Soteria Cloud onboarding, support, reporting, and recurring review.