



ACRONIS-POWERED. SOTERIA CLOUD DELIVERED.

Soteria Cloud Remote Support

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

Remote access and support

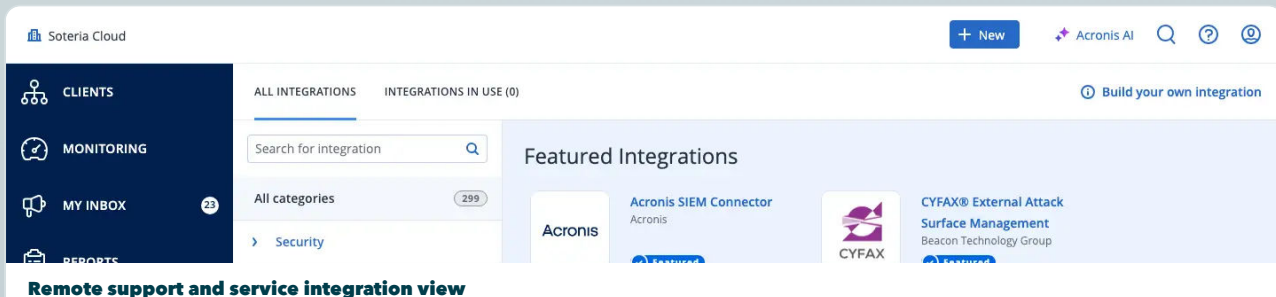
Total Data Protection

Zero Downtime. Zero Data Loss.

PROTECTION OUTCOME

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

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

Acronis Powered by Acronis

Remote support and service integration view



WHY IT MATTERS

Protection that connects technology to business resilience.

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

SOTERIA CLOUD OFFER

Secure remote support that fits into the wider protection and service workflow. Delivered as a Soteria Cloud service with onboarding, policy design, reporting, and local support.

UNDERLYING TECHNOLOGY

Acronis Cyber Protect Connect

BEST FIT

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

POSITIONING

Remote access and support

01

Resolve support issues faster

02

Support distributed teams and remote endpoints

03

Keep remote assistance tied to service accountability



CAPABILITIES

What Soteria Cloud delivers.

Acronis technology provides the engine. Soteria Cloud adds service ownership, local support, and a practical path from protection planning to recoverability.

Core capabilities

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

Common use cases

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

Acronis Cyber Protect Connect capability

Soteria Cloud support model

Complements managed endpoint protection



SERVICE EXPERIENCE

From assessment to ongoing assurance.

Soteria Cloud helps customers move from risk and uncertainty to a managed protection service with clear onboarding, reporting, and support.

Support workflow design

Protection requirements are mapped into practical settings, policies, and responsibilities.

Access policy setup

Protection requirements are mapped into practical settings, policies, and responsibilities.

Technician enablement

The capability becomes part of a managed Soteria Cloud protection experience.

Ongoing service reporting

Ongoing reporting, recovery checks, and service reviews keep protection measurable.

OFFER NAME	Soteria Cloud Remote Support
POWERED BY	Acronis Cyber Protect Connect
BUSINESS VALUE	Reduce operational risk, improve resilience, and simplify protection under a single Soteria Cloud service.
NEXT STEP	Book a Soteria Cloud protection assessment to map this offer into the customer environment.

SOTERIA CLOUD

All your data. One strategy. Zero compromise.

Protect every workload, every user, and every business-critical service with a clearer path to resilience.