



SOTERIA CLOUD SUPPORT

Support Operating Principles

A buyer-facing guide to how Soteria Cloud support works: clear ownership, recoverability focus, partner-aware communication, evidence, and continuous improvement.

Buyer-facing

Partner-aware

Recovery-focused

Evidence-led

Calm, Practical, Accountable

Soteria Cloud support is built to make recovery, protection, and service operations easier to understand and easier to trust.

Acronis

Acronis-powered
services



Soteria Cloud delivered



SUPPORT EXPERIENCE

Support is measured by the outcome and the way the request is handled.

Customers and partners should experience support as calm, predictable, clear, human, and focused on the business outcome behind the technical request.

Ownership

Requests are handled with clear accountability, calm communication, and a defined next action.

Recoverability

Backup, restore, and disaster recovery requests are treated around business impact and usable recovery outcomes.

Partner Respect

MSPs and resellers keep ownership of their customer relationships while Soteria Cloud provides enablement, escalation, and platform guidance.

Clarity

Support communication is plain-language, business-impact focused, and specific about dependencies.

Evidence

Support work is documented with ticket notes, approvals, timelines, screenshots, logs, vendor references, and closure summaries where relevant.

Improvement

Recurring issues become opportunities to improve protection coverage, partner enablement, documentation, and service design.



PRINCIPLES

The support operating model follows practical service principles.

These principles define how Soteria Cloud approaches requests, incidents, recovery work, partner engagement, and follow-up.

01

Understand before acting

Support starts by confirming the business impact and the actual outcome needed, not only the technical symptom.

02

Everything has a why

Every change, question, escalation, restore, or recommendation must have a clear reason.

03

Every query can build confidence

Good support should leave customers and partners more informed than before.

04

Verify satisfaction before closure

A ticket is not complete until the requester agrees that the outcome is resolved or the next path is clear.

05

Be proactive

Support teams move the request forward, check available evidence, and follow up before the requester has to chase.

06

Make the journey easy

Soteria Cloud should avoid asking for information that can reasonably be verified internally.

07

Do the right thing

Treat the underlying issue, not only the visible symptom.

08

Provide constant feedback

Customers and partners should always know the current status, next action, and next update expectation.

09

Show what was done

Clear summaries, screenshots, logs, and explanations create trust and make repeat issues easier to prevent.



SERVICE CULTURE

Support creates trust through feedback, documentation, collaboration, and improvement.

Strong support does not stop when the task is technically complete. It closes the loop and captures opportunities to improve protection.

10

Look for improvement

Recurring tickets are signals for better protection, policy design, training, automation, or documentation.

11

Move fast with quality

Speed matters, but support actions must not create hidden risk, data loss, or avoidable rework.

12

Document everything

Tickets must contain the support story: messages, actions, approvals, timestamps, evidence, and next steps.

13

Ask and collaborate

Unknowns should be escalated early and solved with the right internal or vendor expertise.

14

Keep a personal touch

Support should feel calm, human, clear, and accountable.

15

Always improve

Every incident, restore, escalation, or repeated question should improve the operating model.

WHAT BUYERS SHOULD EXPECT

Clear impact confirmation, ownership, purposeful action, practical updates, evidence where useful, and closure that confirms the result.

WHAT PARTNERS SHOULD EXPECT

Enablement and escalation support that helps partners serve their own customers without bypassing the partner relationship.

SERVICE MOTION

Soteria Cloud support follows a simple operating rhythm.

The rhythm is designed to keep requests moving while protecting recoverability, authorization, and communication quality.

1

Understand

Confirm requester, customer, affected service, impact, urgency, and desired outcome.

2

Classify

Assign request type, priority, coverage path, and ownership route.

3

Act

Resolve, guide, restore, escalate, or coordinate vendor support based on evidence.

4

Close

Confirm the result, document the support story, and capture improvement opportunities.

RECOVERY FIRST

During restore or disaster recovery work, the focus is usable recovery, clear authorization, regular updates, and evidence of what was done.

CONTINUOUS IMPROVEMENT

Recurring issues become inputs for better protection policies, better documentation, better partner enablement, and better service design.