

Acronis Advanced Automation for service providers

Automate MSP business operations for greater efficiency and profitability

Managed service providers continue to grow and shift their revenue base from legacy break-fix services and resale to cloud, SaaS and subscription-based services. But older internal tools, spreadsheets, and manual processes often used in back-office business operations can erode profitability, reduce customer satisfaction, and waste internal resources. Functions like time tracking, ticketing, contract management and invoicing can become more complex and error-prone, and take longer than they should. They cause management to spend too much time generating accurate quotes, controlling resource allocations, and invoicing correctly. Traditional business automation systems for back-office operations were not built for today's cloud and subscription-based services and a lack of internal automation leads to lost revenue and profits.

Streamline MSP business operations

Built specifically for IT service providers and MSPs, Advanced Automation helps MSPs operate more smoothly by helping:

- **Manage customer tickets** — integrated ticketing system tracks resources used
- **Track time automatically** — see how much time was spent on each customer ticket
- **Integrate with popular accounting systems**, RMM systems and across the whole suite
- **Manage Contracts effectively** — control entitlements for each customer

More efficient billing and invoicing

- **Automated flexible billing** — even for subscription-based services
- **Invoice correctly the first time** — improve accuracy and timeliness for the billing cycle
- **Avoid revenue leakage** — ensure billable time is captured and invoiced, and understand the true cost of service delivery.

Improve customer satisfaction

- **Out-of-the-box KPI reports** — to help you run the business more efficiently
- **Know your most profitable clients** — understand where you are making or losing money
- **Track SLA performance** — for all customers. See violations and compliance

You can use Advanced Automation as a standalone solution; but when it's used in combination with Acronis Cyber Protect Cloud, it enables MSPs to integrate clients' technical and account data directly to provide billing automation for the entire suite — simplifying and streamlining business operations even further.

“We captured several thousand dollars more billable revenue that we were unable to bill before. Big thumbs up”

Arlen Peckham — Lithium Networks TX USA



Avoid revenue leakage — Bill for all the time you spend!

Advanced Automation can help MSPs increase timesheet coverage by up to 30%. And when an MSP identifies gaps in billing for time used — and moves from billing 50% to 80% of available time — that translates to a huge increase in profitability by billing for time that was otherwise given away.

Acronis Advanced Automation — Feature summary

- **On-board Ticketing system** — tracks customer requests and issues
- **Billing automation** — including recurring subscription-based billing
- **Time tracking** — imports ticketing labor records automatically
- **Out-of-the-box KPI reporting** — with custom report creation
- **SLA performance tracking**
- **Contract management** — control entitlements for each customer
- **Integration with popular accounting systems and RMM systems**



These functions with Advanced Automation are not only easy to use and all in a single package — **they are integrated together** — to support your entire business process flow! So, data from trouble tickets can be used to populate timesheets and invoices. No more screen shots pinned to manual invoices.





Purpose-built for today's managed service businesses

Acronis Advanced Automation was purpose-built specifically for MSPs selling today's cloud-centric, subscription-based services. With integration across the suite as well as with popular third-party accounting and other systems, Advanced Automation avoids the issues suffered by older business automation systems that do not natively support the modern MSP business model.

And for MSPs who already use Acronis Cyber Protect Cloud, Advanced Automation is already fully integrated. Customer data can be shared directly with Advanced Automation to simplify and speed up the flow of data to reduce manual and time-consuming data transfers, screenshots and paper printouts.

Avoid lengthy multi-month onboarding programs

Rapid onboarding with Acronis Advanced Automation

Traditional business automation systems often require many months of effort to commission and get them working properly. With Acronis, you can be up and running in under a week and with minimal training.

For MSPs already using Acronis CyberProtect Cloud, installation is via a single click.



Get started quickly – avoid multiple days of training

Onboard rapidly with minimal training

Legacy systems often require extensive user training before staff can become familiar and productive with them. With Acronis, your staff can use the system immediately! Our Advanced Automation user interface is so intuitive that many MSPs get up and running with no training at all.



About Acronis

Acronis unifies data protection and cybersecurity to deliver integrated, automated [cyber protection](#) that solves the safety, accessibility, privacy, authenticity, and security ([SAPAS](#)) challenges of the modern digital world. With flexible deployment models that fit the demands of service providers and IT professionals, Acronis provides superior cyber protection for data, applications, and systems with innovative next-generation antivirus, [backup](#), [disaster recovery](#), and endpoint protection management solutions powered by AI. With advanced [anti-malware](#) powered by

cutting-edge machine intelligence and [blockchain](#) based data authentication technologies, Acronis protects any environment – from cloud to hybrid to on premises – at a low and predictable cost.

Founded in Singapore and headquartered in Switzerland, Acronis now has more than 2,000 employees and offices in 34 locations worldwide. Its solutions are trusted by more than 5.5 million home users and 500,000 companies, and top-tier professional sports teams. Acronis products are available through over 50,000 partners and service providers in over 150 countries and 26 languages.