Acronis Backup Cloud - Managed Service

What is Acronis Backup Cloud - Managed Service?

Backup is essential to protect a business from both natural disasters (fire and floods) and those that are manmade (employee error to cybercrime). Acronis Cloud Backup can back up a whole host of workloads - ensuring safety and security.

Who is Acronis Backup Cloud - Managed Service for?

Backups must be managed efficiently to be effective and the overhead for doing so can be high due to the complexity and effort of the service.

Many partners therefore turn to their IT providers to deliver backup within a managed service. This service is available to partners who don't have the capacity to deliver this managed service themselves.

Infinigate Cloud's managed service support partners by providing proactive monitoring and remediation activities alongside reactive support. Our engineers work on your behalf, to set-up backup jobs and ensure that backup tasks are in good working order, and that data can be restored quickly and reliably when needed.

Benefits

- Proactive monitoring and alerting
- Daily remediation of issues
- Monitoring and review to support a continuous improvement strategy
- A strategic partnership relationship
- Automation and monitoring reduce remediation timescales
- Managed service engineer recommendations and advice

Monitoring and remediation

— Provides engineers with visibility and alerting for your customer's solution.

— Support engineers autonomously work to remediate critical issues that would prevent successful backup of your customer's devices.

— The managed services team is available for escalation of standard reactive or proactive support issues.

— Ongoing work is carried out regularly to remediate lower priority issues that do not have an immediate business impact.

— Infinigate Cloud acts fully on your customer's and your behalf with product vendor escalation on platform issues.

Reporting and continuous improvement

— Dynamic reporting is used to analyse ongoing issues across the solution.

— Support history and monitoring tool analytics are used to facilitate continuous improvement.

— Service reviews via in-person meetings or other preferred communication channels.

— Managed service engineers are available for 1:1 discussions regarding any individual item of concern.

— Advice and guidance on all aspects of your customer's solution.

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