

ConnectWise Integration

Experience the first streamlined billing and ticketing solution for cloud backup and recovery for ConnectWise customers

Overview

ConnectWise provides MSPs the ability to manage billing, service ticketing and time tracking for employees. Intronis Cloud Backup and Recovery provides a local and offsite backup solution for MSPs to sell to their clients. Together, this integration streamlines the management, monitoring and billing of the Intronis Cloud Backup and Recovery solution all through the ConnectWise PSA.

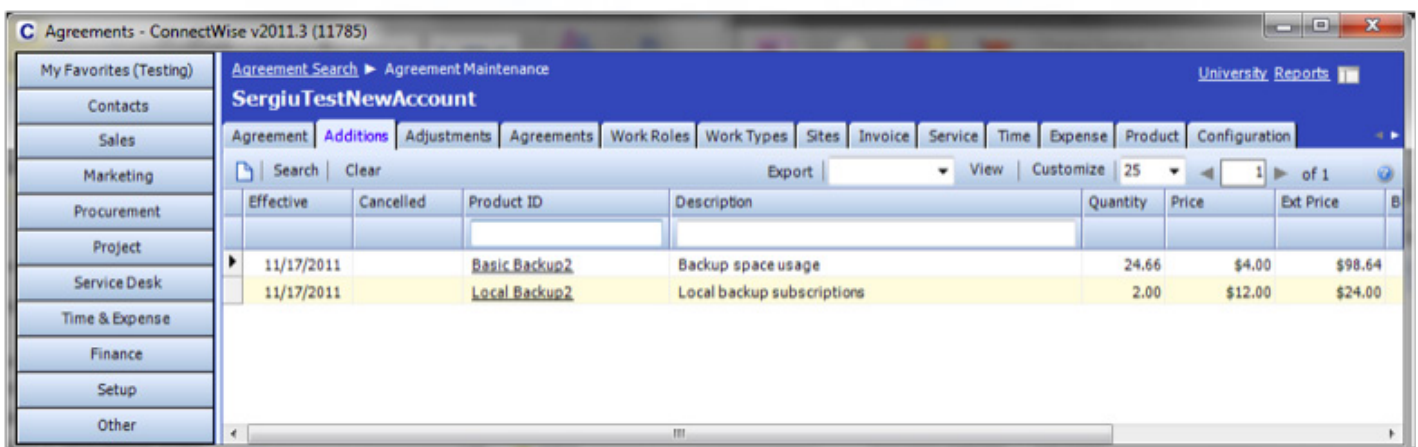


Key Features of the Integration

- Link Intronis accounts to ConnectWise companies for ticketing and billing
- Send Intronis notifications to the ConnectWise Service Desk as tickets
- Update ConnectWise Products/Agreements with Intronis usage and local backup subscription information for billing
- Monitor the integration through the Intronis portal and receive email status reports

Integrated Billing with Flexible Options

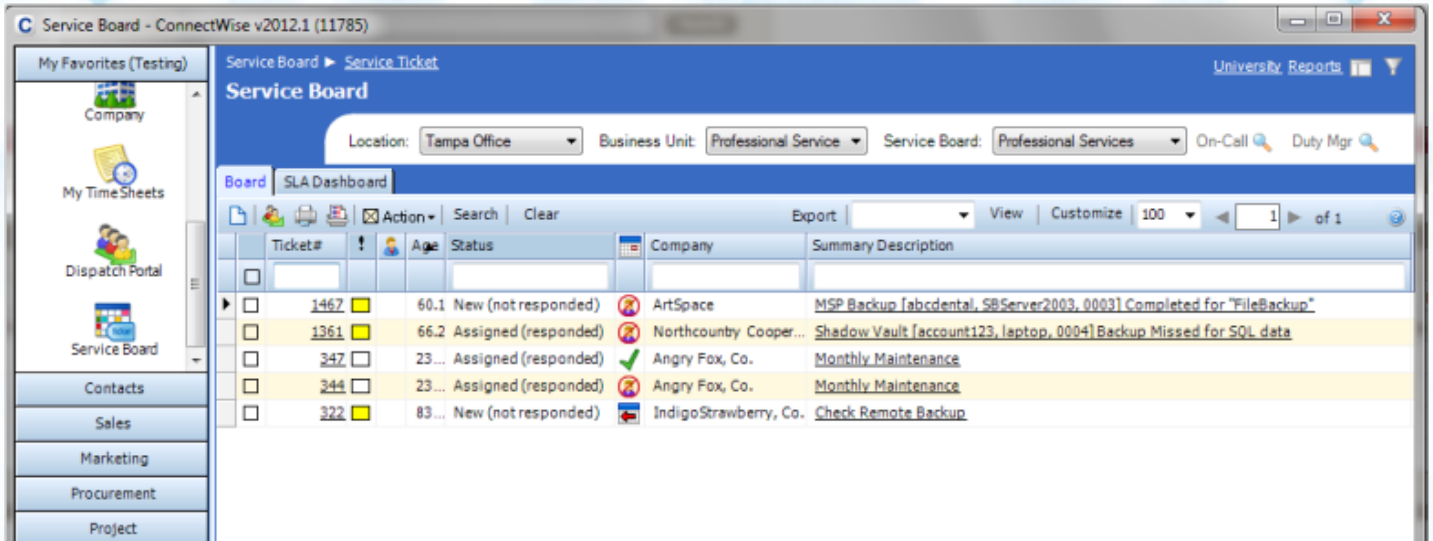
- Per gigabyte
- Per block of usage
- Or customized for different subsets of your customers



Effective	Cancelled	Product ID	Description	Quantity	Price	Ext Price
11/17/2011		Basic Backup2	Backup space usage	24.66	\$4.00	\$98.64
11/17/2011		Local Backup2	Local backup subscriptions	2.00	\$12.00	\$24.00

Integrated Service Ticketing

- Quickly view service tickets and statuses
- Automatically create service tickets from Intronis backup notifications
- Easily view detailed notifications that contain status, priority, required dates and service types



Ticket#	Age	Status	Company	Summary Description
1467	60.1	New (not responded)	ArtSpace	MSP Backup [abidental, SBServer2003, 0003] Completed for "FileBackup"
1361	66.2	Assigned (responded)	Northcountry Cooper...	Shadow Vault [account123, laptop, 0004] Backup Missed for SQL data
347	23...	Assigned (responded)	Angry Fox, Co.	Monthly Maintenance
344	23...	Assigned (responded)	Angry Fox, Co.	Monthly Maintenance
322	83...	New (not responded)	IndigoStrawberry, Co.	Check Remote Backup

About Intronis

Intronis Cloud Backup and Recovery is a world class cloud backup solution for the IT Channel. Intronis provides the industry's easiest to use secure data solution for offsite and local backup, which generates a monthly recurring revenue stream to add to your business. Intronis offers the most complete Exchange and SQL backup on the market and U.S.-based customer support. The solution has been field tested by thousands of MSPs and the industry spoke by awarding Intronis the 2011 Vendor of the Year from ASCII.

www.intronis.com