



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. 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, local backup subscription, imaging licenses, and VMware host 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

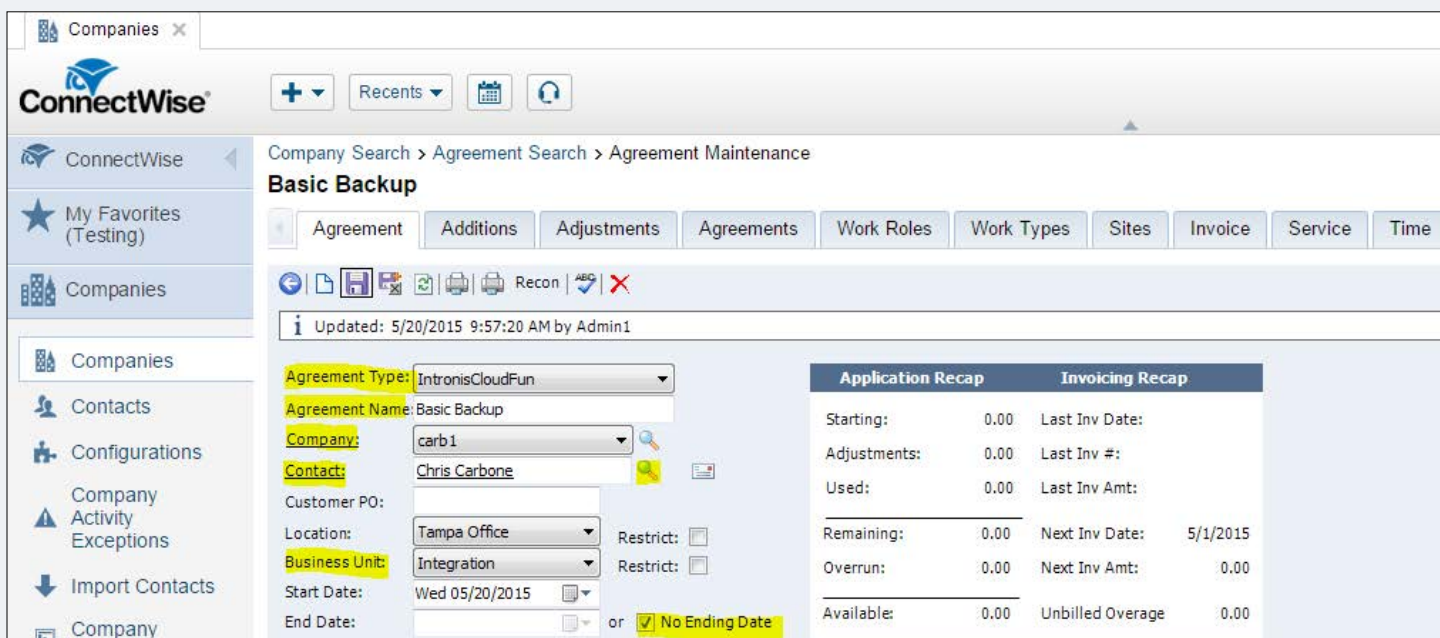
The screenshot shows the ConnectWise v2015.5 (30623) interface. The dashboard includes the following sections:

- In / Out Board:** A status indicator showing "I am in the office" and "I am out of the office".
- Notices:** A list of notifications, including "A new version of the ConnectWise Internet Client is available" and "There is 1 expense report waiting for your approval".
- My Activities:** A table showing activity counts for different types of activities.
- ConnectWise Support:** A section for support resources, including "Developer Alliance", "News", and "Support".

Type of Activity	Past Due	This Week	All
CRM / Sales Activities	6	0	6
Project Tickets	4	0	4
Project Issues	0	0	0
Service Tickets	0	0	29319

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



The screenshot shows the ConnectWise interface for an agreement. The breadcrumb trail is: Company Search > Agreement Search > Agreement Maintenance. The main heading is 'Basic Backup'. Below this are tabs for Agreement, Additions, Adjustments, Agreements, Work Roles, Work Types, Sites, Invoice, Service, and Time. The 'Agreement' tab is selected. The interface shows a form for agreement details with the following fields:

- Agreement Type: IntronisCloudFun
- Agreement Name: Basic Backup
- Company: carb1
- Contact: Chris Carbone
- Customer PO: (empty)
- Location: Tampa Office
- Business Unit: Integration
- Start Date: Wed 05/20/2015
- End Date: (empty) or No Ending Date

On the right side, there are two summary tables:

Application Recap		Invoicing Recap	
Starting:	0.00	Last Inv Date:	
Adjustments:	0.00	Last Inv #:	
Used:	0.00	Last Inv Amt:	
Remaining:	0.00	Next Inv Date:	5/1/2015
Overrun:	0.00	Next Inv Amt:	0.00
Available:	0.00	Unbilled Overage	0.00

ABOUT INTRONIS MSP SOLUTIONS BY BARRACUDA

Intronis MSP Solutions by Barracuda include data protection solutions for businesses, delivered through the IT channel. The Intronis ECHOplatform enables IT service providers to centrally deploy and manage a broad portfolio of services — including automated protection for file and system state data, application environments, and physical and virtual server environments — through a rebrandable console that integrates with major RMM and PSA tools. With Intronis MSP Solutions by Barracuda’s fixed-fee pricing offering, managed service providers can simplify their pricing strategy and account management. Intronis was acquired in October 2015 by Barracuda.

On the Web: www.intronis.com

Intronis Cloud Backup and Recovery Blog: blog.intronis.com

Social Channels: @Intronis | Facebook: [intronisonlinebackup](https://www.facebook.com/intronisonlinebackup) | LinkedIn: Intronis

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