



Continuum Integration



Monitor backups in the same place you manage other IT tools with the Intronis-Continuum integration

Businesses need their technology to work without interruption. As an IT solutions provider, you need tools that will help you keep your customers' technology operational around the clock. The inclusion of Intronis backup monitoring with Continuum—provider of intelligent remote monitoring and management (RMM) software with a 24/7 network operations center (NOC)—will allow you to ensure your clients' data is always protected, and alert you to issues if they arise.

Two-Way Integration

Continuum helps MSPs simplify IT management by offloading routine tasks to the 400+ technicians at their 24/7 Network Operations Center (NOC). With Continuum RMM, solution providers can trust that their clients are protected, up to date, and constantly monitored.

Intronis Cloud Backup and Recovery's leading local and offsite data backup offers military-grade protection for files and folders, Microsoft Exchange and SQL data, VMware virtual machines, and Windows System State data.

The world-class Intronis Partner Success team supports partners with tools to help them improve their backup management and earn more revenue from reselling cloud backup to their business clients. With Intronis, MSPs enjoy comprehensive data protection, white-label branding, and the highest levels of backup security.

Integrated Dashboard

With the Intronis-Continuum integration, it's easier than ever to keep an eye on the data you protect for your clients.

- The "Backup Status" window on the main Continuum dashboard monitors all Intronis backups across all of your accounts (see figure).
- Quickly see if your backups are proceeding normally or if anything needs attention.



Automated Ticketing

Automation is one of the biggest benefits of RMM software, and the Intronis-Continuum integration offers MSPs an instant response to backup issues as they crop up, so that customers don't have to wait for an administrator to notice a backup issue before corrective actions can be taken.

- Automatic support ticket creation within Continuum if an issue ever arises with a scheduled Intronis backup.
- Quickly react to and address backup issues and bring data back on-line within a shorter time span.

Shorter response times lead to better data protection and ensure that if and when a client needs to restore data, the files they need are available and up-to-date.





Intronis
MSP Solutions by Barracuda



Simple Configuration

This integration is available on the most recent version of Continuum, and setup is easy. If you're an Intronis partner, contact Intronis Partner Support (support@intronis.com) and ask for the Intronis web API Credentials. These credentials can be plugged right into Continuum to enable immediate and real-time monitoring of Intronis backups.

For new partners, deploying our agent is simple with the Intronis RMM Installer, accessible from our partner portal. This tool enables partners to silently install our software to any computer under management in Continuum, linking the installation with the right Account in Intronis. You can also monitor the status of these deployments from within Continuum.

Deep Backup Insight

An Intronis-specific dashboard offers views into your specific backup Accounts—referred to as “Sites” in Continuum. It’s an effective way to monitor Intronis backups from a dashboard you may already use every day.

- All of your Intronis backup Accounts are reviewable by selecting “Backups” under the “Quick Access” tab .
- Sort based on specific Account names to see how a certain account is doing.
- Sort by Backup Status to quickly see if a number of Accounts are having their data backed up reliably or if there are any issues to address.

Unified Monitoring

Get the tools you need to monitor your clients’ entire IT environment—including backups. Integrate Intronis with Continuum and gain visibility into all of your backup accounts from the same place where you already manage everything else.

Contact Intronis

If you are not yet an Intronis partner, visit intronis.com/trial to begin a free partner trial at any time. Or call 800.568.0155 to speak to a member of the Intronis sales team.

Site Name	Resource Name	Friendly Name	Job Name	Backup Started	Backup Status
Desktoptest	RMM-LT-003	RMM-LT-003	Backup_1	2013-12-20 22:00	Failed
Desktoptest	RMM-LT-003	RMM-LT-003	QA Backup2	2013-12-11 19:57	Successful

▶ ABOUT INTRONIS MSP SOLUTIONS BY BARRACUDA

Intronis MSP Solutions by Barracuda is the first single-source vendor to combine security and backup solutions tailored specifically for managed service providers. Intronis enables MSPs to centrally deploy and manage a broad portfolio of services, protecting business-critical files, folders, email, applications, servers and networks — both locally and in the cloud — through a single-pane-of-glass management console. MSPs benefit from core PSA and RMM integrations, as well as a true partnership with Intronis, through fixed pricing plans and partner enablement tools that help MSPs accelerate growth and increase profits.

To learn more, visit intronis.com or follow us on Twitter, Facebook, LinkedIn, and our blog.

