

# Remote managed BaaS and DRaaS

## Veeam Service Provider Console and ConnectWise

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Companies of all sizes are leveraging the skill and expertise of a trusted service provider to take care of their day-to-day IT operations. And, while there are many managed services that customers are demanding, backup and disaster recovery (DR) are often cited as the top use cases.

The ability to integrate and consolidate the tools and technologies used for multiple managed services offerings into a single platform is essential to streamlining your service provider business and ensuring service excellence and customer satisfaction.

Veeam® Service Provider Console's native integration with ConnectWise Manage and Automate makes it easy for service providers to deliver more value to their customers while reducing administration by consolidating the management, monitoring, servicing and billing of multiple services – including data protection – into a single pane of glass.



#### Easily expand your services

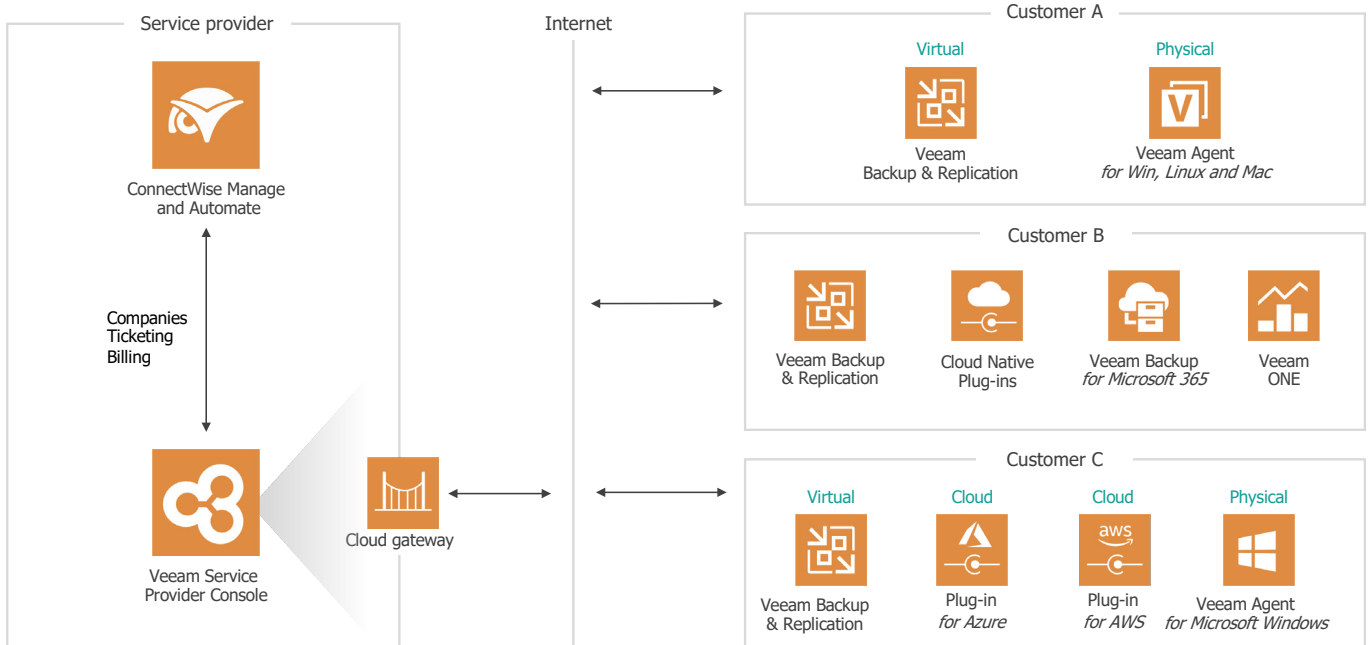
Seamless integration allows for automatic synchronization and mapping of companies between Veeam Service Provider Console, ConnectWise Manage and ConnectWise Automate, easing the addition of new offerings – including cloud backup and Disaster Recovery as a Service (DRaaS) – to your services portfolio.

#### Resolve issues more quickly

Whenever an alarm is generated – for example, a failed backup or customer exceeding their storage quota – Veeam Service Provider Console will automatically trigger the creation of a ticket within ConnectWise Manage for faster resolution before impact to your customer's business. The Backup Server Management feature in ConnectWise Automate allows you to monitor job states configured on the managed Veeam Backup & Replication™ server in the Automate Control Center UI.

#### Reduce billing complexities

Automatically import all billing and usage data of your services powered by Veeam Service Provider Console into ConnectWise Manage, consolidating the billing of all of your managed services into a single invoice for your customers.



Partner



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