skykick CLOUD MANAGER

One application to command the cloud

The rapid proliferation of cloud apps and services is making IT administration more complex and insecure than ever before

An average-sized managed services provider (MSP) supporting Microsoft 365 and other SaaS is spending thousands of hours in Help Desk workflows across Tier 1 and senior escalation specialists. And while employees are stretched thin, resolution times still exceed high customer expectations and security remains a constant threat.

Complex and inefficient
100x more application endpoints to manage

Security exposure
72% of SMBs are concerned about security

Poor customer experience
3.5 average days of support ticket remediation time

Cloud Manager - efficiently and securely administer SaaS, IaaS, and PaaS with automation built for the way MSPs work

Cloud Manager helps you automate routine and complex workflows, enabling frontline support to efficiently crush tickets and minimize costly escalations. Put your support desk on the front-foot, delivering revenue-generating services like security assessments and remediation.

Designed to help IT Providers improve efficiency, strengthen security, and delight customers

Command Center
Help desk automation application

WorkBench Automation
Turn PowerShell into point-and-click apps

Security & Compliance
Implement best practices with ease

Cloud Connect
Simplify hybrid management

Connector Engine
Unify all your cloud and hybrid services in a single pane

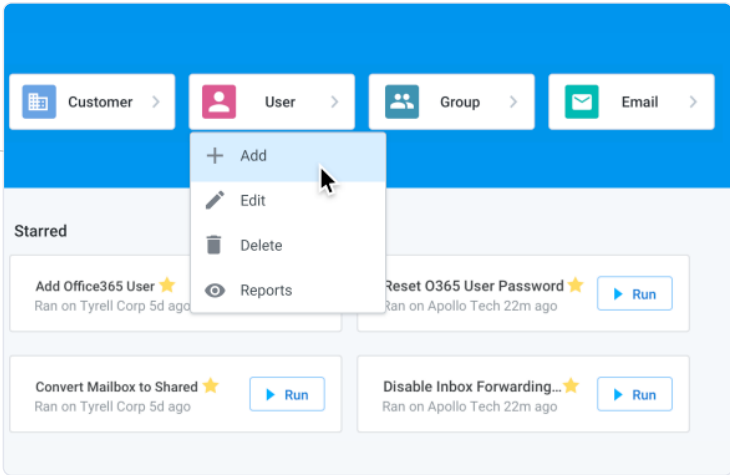Microsoft 365 · Azure · DocuSign · Google Workspace · Dropbox · intuit quickbooks · slack · Cisco webex · Microsoft Active Directory

Command Center - Help desk automation application

More than pre-cloud legacy IT tools that leave you hopping through dozens of portals, checklists, and PowerShell scripts to manage core administrative functions. The user-friendly, no-code Command Center is a centralized automation application that empowers your entire support team to securely administer thousands of tasks across customers, cloud-connected services, and devices.

✔ Multi-tenant
✔ SaaS, IaaS, and PaaS
✔ Cloud and hybrid

✔ Tier 1 friendly: intuitive interface - no code required
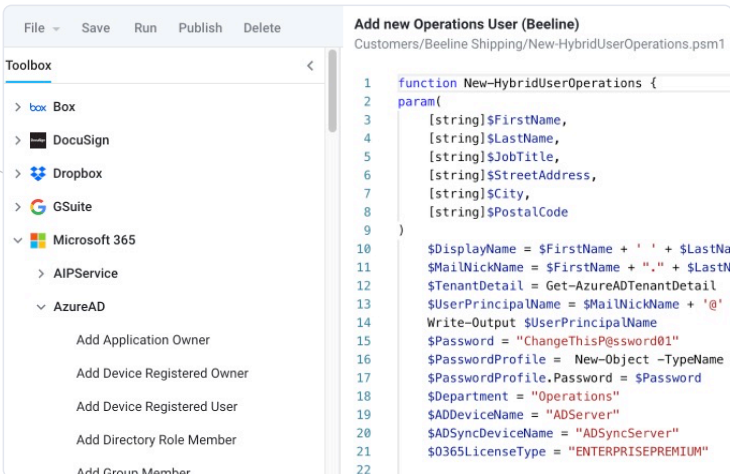✔ Easily discover, browse, and run automation in context with pre-loaded command library

> One of the biggest issues we run into is the growing complexity of even simple Help Desk requests and how that can result in costly escalations. It's not just about making sure someone can log into their email. Now it includes making sure they're in the right groups, have access to the right applications, along with the right licenses, and more. That's where Cloud Manager comes in."
>
> *Shane Monty, Vice President, Present*

Workbench - Turn PowerShell into point-and-click applications for your help desk team

Engineers can easily and efficiently automate complex multi-step workflows across cloud, hybrid, or even on-premises workloads using PowerShell. Transform complex, multi-step PowerShell script IP into an easy-to-run application for the Help Desk with the click of a button.

✔ Easy building blocks - get going fast with 7,000+ commands
✔ Script cross-cloud, no need to learn vendor-specific APIs

✔ Build, save, and manage automation through a connected PowerShell development environment
✔ Seamlessly deploy automation for support desk use with easy-to-complete form fields

Strengthen security & compliance

Cloud Manager was designed reduce the risk of security exposure and breaches created by current insecure tools and manual processes. Automated auditing and secure authentication reduce risk, while automation helps fortify security workflows at scale, from MFA enablement, mailbox forwarding rules, policy enforcement, and more.

✓ **Assessments & reporting** – Discover anomalies, risks, or opportunities to improve services across all customers

✓ **Auditing** - Automatic, detailed record of all actions, including user, timestamp, status, and more

✓ **Pre-authenticated connections** – Persistent and secure connections to the tenants and devices you manage

✓ **Role-based permissions** - Define and control privileged access roles within your team
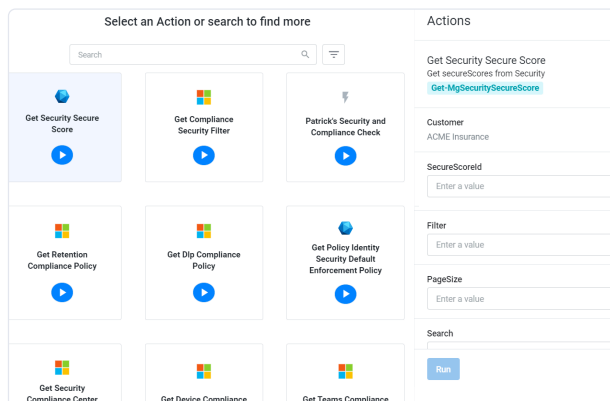
Simplify hybrid management with Cloud Connect

Cloud Manager leverages a cloud-first, serverless IoT technology layer for secure authentication. A lightweight agent connects devices to our proprietary engine through the Microsoft IoT Hub platform– enabling you to seamlessly manage hybrid solutions within a single application.

✓ **Lightweight agent:** facilitate secure Cloud Manager connection via Microsoft IoT Hub

✓ **Automatic indexing:** get visibility into supported PowerShell commands on devices

✓ **Active Directory orchestration:** streamline syncing of on-prem AD and changes to the cloud

✓ **Help Desk Enablement:** Tier 1 can run pre-built automation, no need to understand physical architecture to support customers
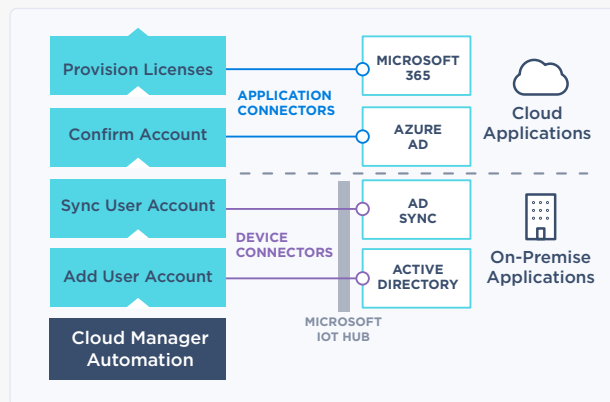
Connector Engine - unify all your cloud and hybrid services in a single pane

Eliminate the fragmentation and inefficiency of operating with disparate vendor-specific apps and management APIs. Connector Engine provides an intelligence layer that unifies all your services to power automation for any task in the cloud.

✓ **Vendor-agnostic connector technology:** configure and activate token-based access to customer SaaS apps

✓ **Hybrid and Cloud:** manage solutions and devices across cloud and on-prem

✓ **Multi-tenant:** bring all your customer cloud apps and data together for seamless switching
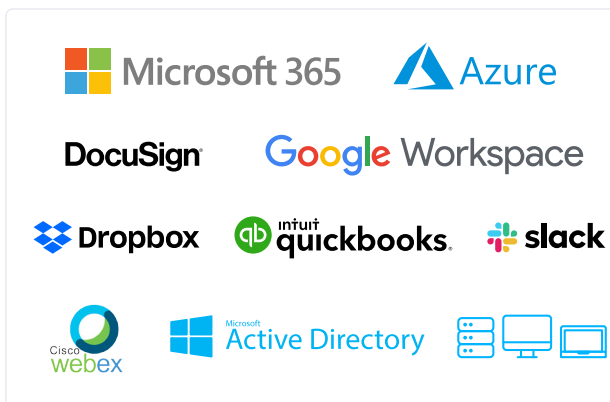
Everything you need to grow your cloud business

Partners are already using Cloud Manager to improve and expand their business in four key ways.

Win in Microsoft 365

Enable remote work

Grow advanced security and compliance

Manage and secure endpoints

Build your Azure Practice

Simplify Windows Virtual Desktops management

Manage Azure services – Storage, Databases, etc

Scale ongoing support

Expand SaaS Services

Automate across popular customer apps

Obviate the need to learn SaaS API's

Get a full view of your customers

Grow Security Offerings

Security assessments and remediation

Enforce standardized policies in bulk

Cross-tenant visibility and reporting

Widen margins by improving operational efficiency

Cloud Manager will help you reduce your support costs, so you can focus on growing your topline and delivering greater customer value.

Average tickets resolved on first interaction with Cloud Manager:
75%

Average support cost savings with Cloud Manager:
50%

Average new revenue growth with Cloud Manager:
10%

Flexible annual and monthly plans right-sized for your business

Help your customers realize the full potential of their cloud investments with a solution that fits your practice.

Save up to 20% with annual	Basic	Standard	Pro	Included in all plans
SaaS Management (beyond Microsoft)	3 connectors	5 connectors	10 connectors	• Office 365 Management (Exchange, Group, Licenses, Teams, Users, etc)
Role Based Permissions and Security	Standard	Advanced	Advanced	• Active Directory and Hybrid • M365 Endpoint Management (Intune)
Discount on SkyKick Migration, Backup, and Bundles	15% discount	25% discount	35% discount	• Azure and IaaS Management • Audit & Reporting • Security and Compliance Management
User Licenses	Up to 3	Up to 10	Up to 20	• Pre-built automation for 100+ common cloud MSP workflows, e.g. user onboarding, MFA policies, Microsoft security score, etc.

Start your free trial

skykick.com/manage