Cloud Management is the next frontier of SkyKick’s solution portfolio

Start Right

MIGRATE
- Automate Office 365 migrations
- Reduce risk and delight customers
- Scale your cloud business

Protect It
- Protect your customers
- Increase customer satisfaction
- Grow profitability

Optimize Operations

MANAGE
- Securely manage SaaS, PaaS, and IaaS
- Drive efficiency and cost-savings
- Improve quality and security
### IT Service Providers and the complexity of the cloud

<table>
<thead>
<tr>
<th>Legacy IT Management</th>
<th>Cloud IT Management</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong> CUSTOMERS</td>
<td><strong>50</strong></td>
</tr>
<tr>
<td><strong>3</strong> APPS EACH</td>
<td><strong>30</strong></td>
</tr>
<tr>
<td><strong>150</strong> END USERS</td>
<td><strong>1,500</strong></td>
</tr>
<tr>
<td><strong>450</strong> application endpoints</td>
<td><strong>45,000</strong> application endpoints</td>
</tr>
</tbody>
</table>
Cloud adoption has made IT administration even harder.

ITSP industry is spending hundreds of millions of manual hours on cloud management.

- **Cost pressures**
  - Complexity and inefficiency
  - 2000 Hours spent by small MSP in Cloud Support

- **Customer experience**
  - Errors lead to escalations
  - 3.5 Average days of support ticket remediation time

- **Security exposure**
  - Limited visibility and risks
  - 72% Of SMBs are concerned about security
IT service teams ill-equipped to successfully scale cloud businesses

Pre-cloud tools and processes, retrofitted for cloud functionality

As team scales, fragmentation and inefficiency is magnified

Struggle to scale

RESULTS

Cost Pressures

Customer Experience

Security Exposure
Introducing SkyKick Cloud Manager

Automate, manage, and secure your entire cloud operations
✓ Automate services across multiple customers
✓ Pre-built automation for efficiency
✓ Automate services across multiple portals
✓ Efficiently resolve support tickets
✓ Reduce security and compliance risks with auditing and authentication
✓ Streamline creation or customization of expanded PowerShell automation
A single pane experience to command the cloud

Command Center
“Click-click-done” for cloud support desk
- Easy – GUI driven
- 400+ built-in actions
- Fewer escalations

Workbench
Automate IT workflows with PowerShell
- Thousands of API commands
- Integrated PowerShell development environment

Security
Strengthen security and compliance
- Assessments and remediation
- Token-based access
- Role based permissions

Insights
Auditing & Reporting
- Cross-tenant and app reporting
- Native UX & PowerBI
- Automatic audit trail

Cloud Connect
Simplify hybrid management
- Lightweight client to manage any on-premise, hybrid, or cloud app, device, or IOT

Connector Engine
Intelligent layer to automate, administer, and secure any task in the cloud

- Microsoft 365
- Azure
- G Suite
- Dropbox
- DocuSign
- Slack
- Zoom

DEVICES
MICROSOFT ENDPOINT MANAGER (INTUNE)
Reduce support costs and improve margins with Cloud Manager

75% tickets resolved on first interaction

50% reduction in cost of support

10%+ revenue growth

Consistently deliver quality
Ensure high-value service delivery, every time, through script automation

Increase security and value-add services
A more secure & auditable approach for you and your customers – and envision new customer value-add offerings

Improve cost efficiency and team productivity
Free up senior engineers for billable work and empower your Tier 1 to solve tickets, not just triage them
Cloud Manager enables us to empower the Help Desk with automation that is easily packaged for them to execute, and it significantly reduces the workload and the number of escalations. This results in a better support experience for our customers.

Shane Monty
Vice President
Bang
Let’s see Cloud Manager in action
Command Center - ‘click-click-done’ automation for cloud support

Help Desk application to crush cloud tickets faster, reduce escalations, and wow customers

- **Command the cloud**: perform any admin task for any customer across cloud services
- **Cloud admin made easier**: discover and run powerful task and workflow automation
- **Happier customers**: less effort, fewer escalations. Resolve 75% of tickets right, the first time
- **Track every activity**: stay on top of what your team is working on with automated activity logging
WorkBench - create low-code workflow automation

Turn PowerShell into a point-and-click application for your help desk team

- **Easy building blocks:** A curated library of 7,000+ PowerShell commands
- **Build, save, and manage:** A connected development environment to write, assemble, and reuse PowerShell scripts and workflows
- **Appify for the help desk:** transform PowerShell workflows into a Command Center-ready application, with just a click
- **Script cross-cloud:** apply your PowerShell expertise to automate workflows across SaaS, PaaS, and IaaS
Strengthen security and compliance

Get visibility, take action, and strengthen security across your business and customers

- **Assessments and remediation**: easily execute security initiatives and enforce policies at scale
- **Auditing and reporting**: detailed records of all activities to increase compliance
- **Tokenized authentication**: pre-authenticated connections, no shared credentials
- **Role-based permissions**: define and control privileged access roles within your team
Simplify hybrid management with CloudConnect

Seamlessly manage hybrid solutions - connect devices through the serverless Microsoft IoT Hub platform with secure authentication

- **Lightweight agent**: facilitate secure connection via Microsoft IoT Hub
- **Automatic indexing**: get visibility into supported PowerShell commands on devices
- **Active Directory orchestration**: streamline syncing on-prem AD changes to the cloud
Connector Engine – Unify all your cloud and hybrid services

An intelligence layer that unifies services and powers administration and security with automation for any task in the cloud

- **Vendor-agnostic connector technology:** Connect to the XaaS your customers care about
- **Hybrid and Cloud:** Manage solutions and devices across cloud and on-prem
- **Multi-tenant:** seamlessly switch between customers
Example: Microsoft 365 checklist of configurations to secure remote work

Go from 50+ steps across multiple Microsoft portals to a few clicks within a single portal - Securely

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Number of Steps</th>
<th>With SkyKick Cloud Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configure Identity Protection</td>
<td>8</td>
<td>✓</td>
</tr>
<tr>
<td>(enable security defaults, MFA, SSPR, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Configure Email Protection</td>
<td>10</td>
<td>✓</td>
</tr>
<tr>
<td>(attachment filters, transport rules, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Configure Information Governance</td>
<td>10</td>
<td>✓</td>
</tr>
<tr>
<td>(setup DLP, enable email encryption, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Configure Teams Security</td>
<td>13</td>
<td>✓</td>
</tr>
<tr>
<td>(enable Teams governance, guest access, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage Devices</td>
<td>10</td>
<td>✓</td>
</tr>
<tr>
<td>(configure device policies and access, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total steps required</td>
<td>51</td>
<td>&lt;7</td>
</tr>
</tbody>
</table>

Double your first call ticket resolution through user-friendly, no-code automation
Cloud Manager Pricing Plans
## Cloud Manager Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Basic (Up to 3)</th>
<th>Standard (Up to 10)</th>
<th>Pro (Up to 20)</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Licenses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office 365 Management (Exchange, Groups, Teams)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td>Active Directory and Hybrid</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>M365 Endpoint Management (Intune)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Non-Microsoft SaaS Management</td>
<td>3 connectors</td>
<td>5 connectors</td>
<td>10 connectors</td>
</tr>
<tr>
<td>Azure &amp; IaaS Management</td>
<td>✓</td>
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</tr>
<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Role Based Permissions and Controls</td>
<td>Standard</td>
<td>Advanced</td>
<td>Advanced</td>
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## SkyKick Platform Benefits

- **Discount on SkyKick Migrations**
  - 15% discount (Basic)
  - 25% discount (Standard)
  - 35% discount (Pro)
- **Discount on SkyKick Backup**
- **Discount on SkyKick Bundles ("Free Migration")**

All plans include pre-built automation for 100+ common cloud MSP workflows, e.g. user onboarding, MFA policies, Microsoft security score, etc.
# Subscribe to a SkyKick Plan

Save up to 20% with annual billing

<table>
<thead>
<tr>
<th></th>
<th>Basic</th>
<th>Standard</th>
<th>Pro</th>
</tr>
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<tbody>
<tr>
<td><strong>Price</strong></td>
<td>$249</td>
<td>$549</td>
<td>$1,149</td>
</tr>
<tr>
<td><strong>Cloud Manager Features</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>User Licenses</td>
<td>Up to 3 (Additional at $70 per/license)</td>
<td>Up to 10 (Additional at $60 per/license)</td>
<td>Up to 20 (Additional at $40 per/license)</td>
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All plans include pre-built automation for 100+ common cloud MSP workflows, e.g. user onboarding, MFA policies, Microsoft security score, etc.
Thank you
Let’s Break Down the Scope of these Challenges

- **3 days, 10 hours** is the average remediation time for support tickets\(^1\)
- **72%** of MSPs say their customers lack in-house security skills\(^2\)
- **77%** of IT leaders say staff turnover is disruptive to cloud operations\(^1\)
- **30+** Average number of SaaS applications in SMB portfolio
The rise of cloud demands a different approach to automation

**Legacy PowerShell & Scripting**

- IP isn’t shareable across team
- Limited to Microsoft
- Not secure – admin credentials
- No way to track
- Operate one customer at a time

**Automation that helps SCALE SERVICE DELIVERY**

- Secure with full audit trail
- Operate across multiple customers
- Extensible across cloud and hybrid
- Built for broader sharing and safe reuse
- Enables Tier 1 to efficiently and safely resolve tickets

- Connected approach that works with MSP tools and processes

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Isn’t built for MSP’s

And is purpose-built for MSP’s
<table>
<thead>
<tr>
<th>TODAY</th>
<th>WITH CLOUD MANAGER</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Heavy manual effort, prone to errors</td>
<td>• Crush tickets - one-click automation</td>
</tr>
<tr>
<td>• Triaging, not resolving</td>
<td>• Simple GUI – consistent, safe, repeatable</td>
</tr>
<tr>
<td>• Share customer admin credentials</td>
<td>• More secure – automatic audit trail, no passwords</td>
</tr>
<tr>
<td>• Need technical skills to manage diff apps/env</td>
<td>• Easily manage across cloud and hybrid</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>• Reactive, not proactive</td>
<td>• Fewer escalations – more time to focus on security and billable value-add services</td>
</tr>
<tr>
<td>• Lack of visibility &amp; predictability</td>
<td>• Visibility across tenants and customers</td>
</tr>
<tr>
<td>• PowerShell limited to Microsoft ecosystem</td>
<td>• Secure, universal PowerShell console to run commands</td>
</tr>
<tr>
<td>• Difficult to enforce security policies</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>• PowerShell automation not built for sharing or safe reuse</td>
<td>• PowerShell automation built for broader sharing and safe reuse</td>
</tr>
<tr>
<td>• Individual IP script creation - limited</td>
<td>• Workbench IDE to create, test &amp; deploy automation</td>
</tr>
<tr>
<td>• Limited visibility across team and customers</td>
<td>• Centralized view across team and customers</td>
</tr>
<tr>
<td>• Difficult to track usage of automation</td>
<td>• Track usage of automation – improve, fill gaps</td>
</tr>
</tbody>
</table>
## Automate a variety of cloud administration scenarios

<table>
<thead>
<tr>
<th>Onboarding and offboarding</th>
<th>Multi-factor authentication management</th>
<th>Manage permissions and group settings across multiple SaaS providers</th>
<th>Delete specific attachments across an environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage mailbox permissions and delegations</td>
<td>Query, set and change user settings across tenants and customers</td>
<td>Manage password resets</td>
<td>Collect an audit trail of actions performed by the Help Desk</td>
</tr>
<tr>
<td>Check license utilization</td>
<td>Perform updates for position or department changes</td>
<td>Identify compliance gaps</td>
<td>... and more!</td>
</tr>
</tbody>
</table>