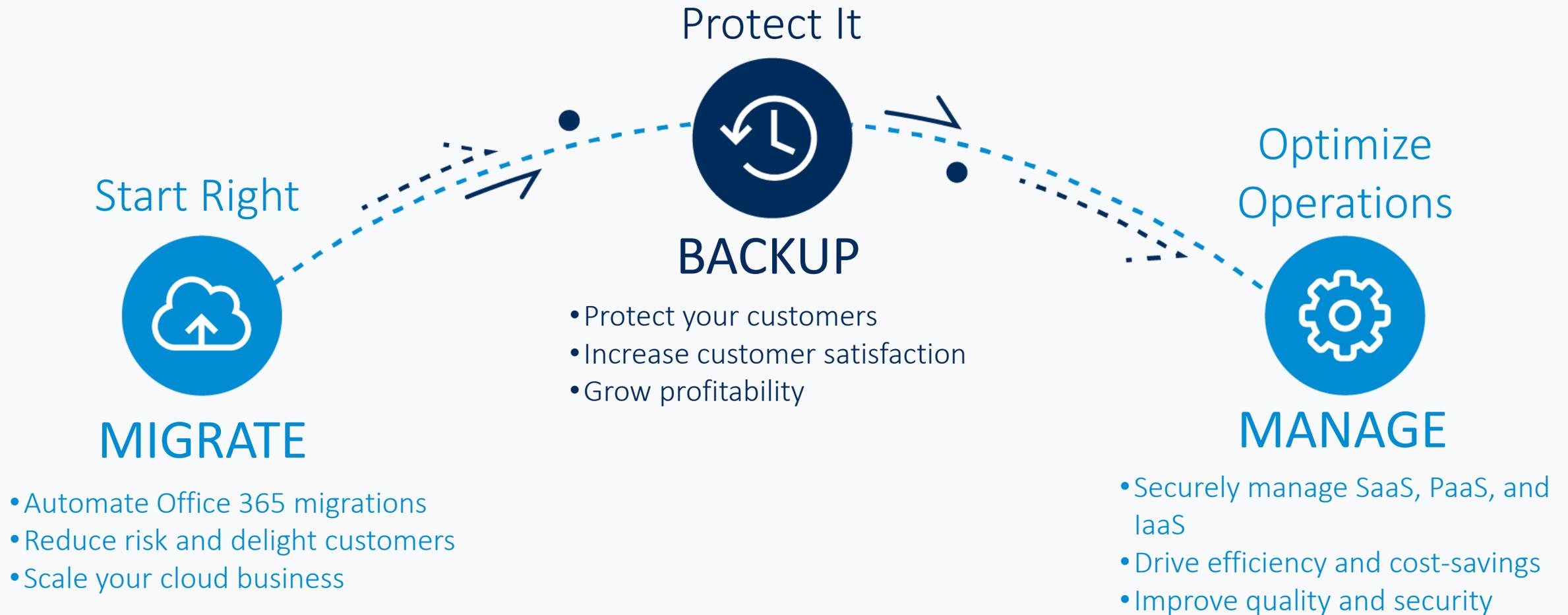


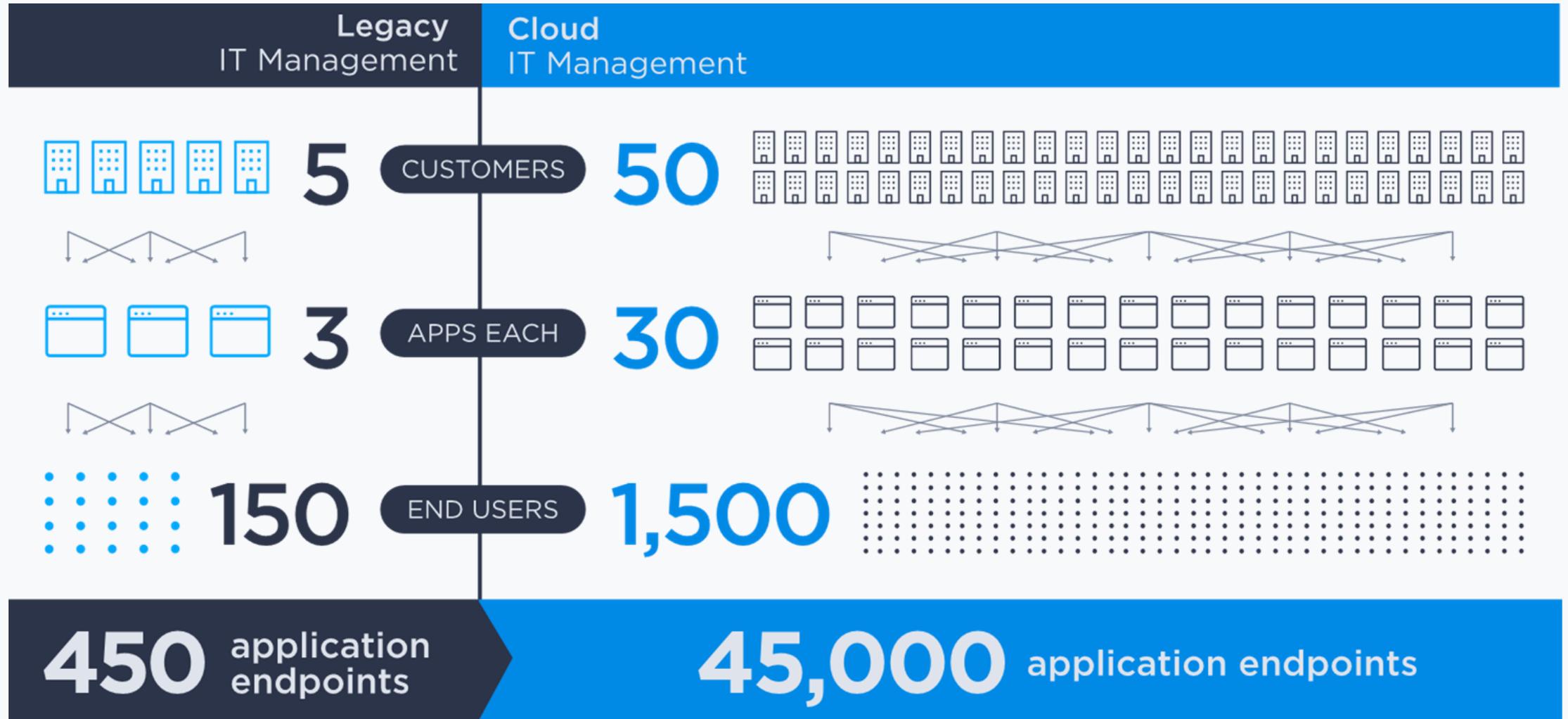


skykick
CLOUD MANAGER

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



IT Service Providers and the complexity of the cloud



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

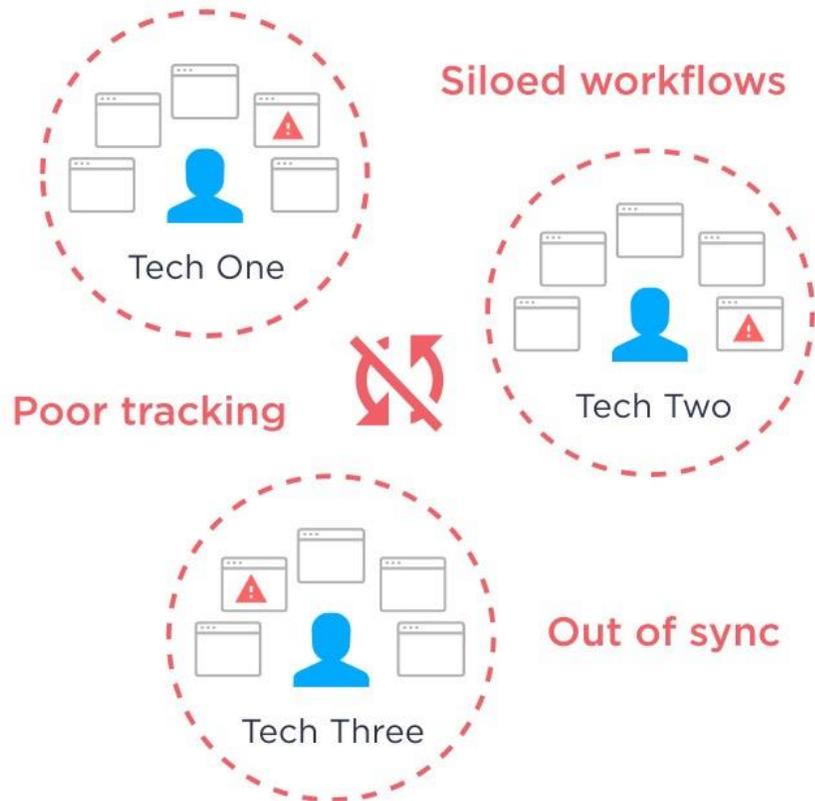
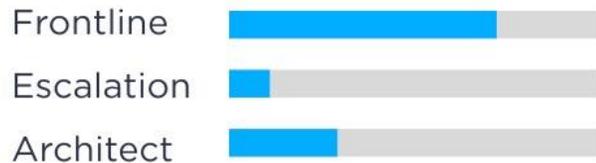
As team scales, fragmentation and inefficiency is magnified

Struggle to scale



IT Technician

Daily mode switching roles:



! RESULTS

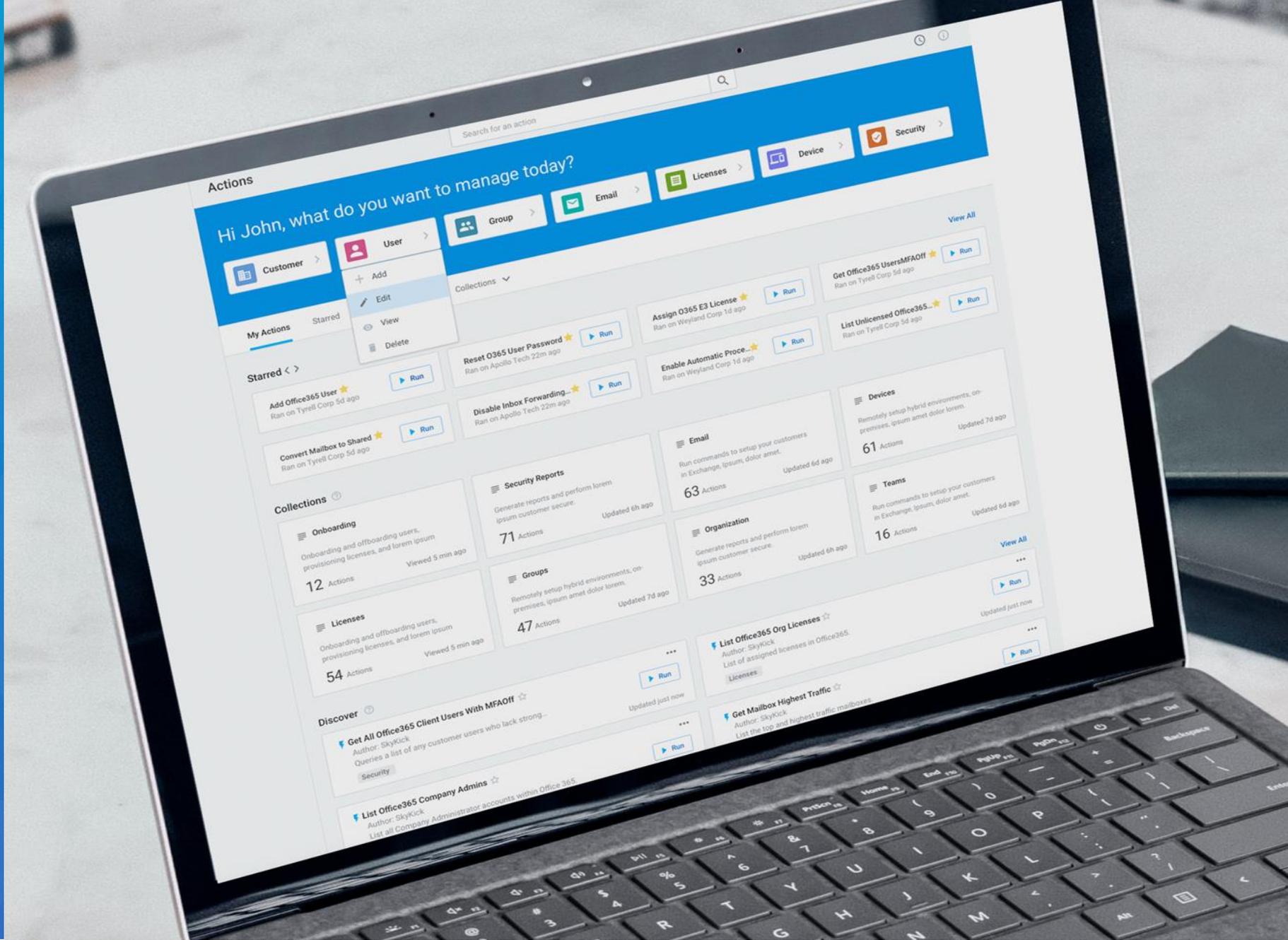
Cost Pressures

Customer Experience

Security Exposure

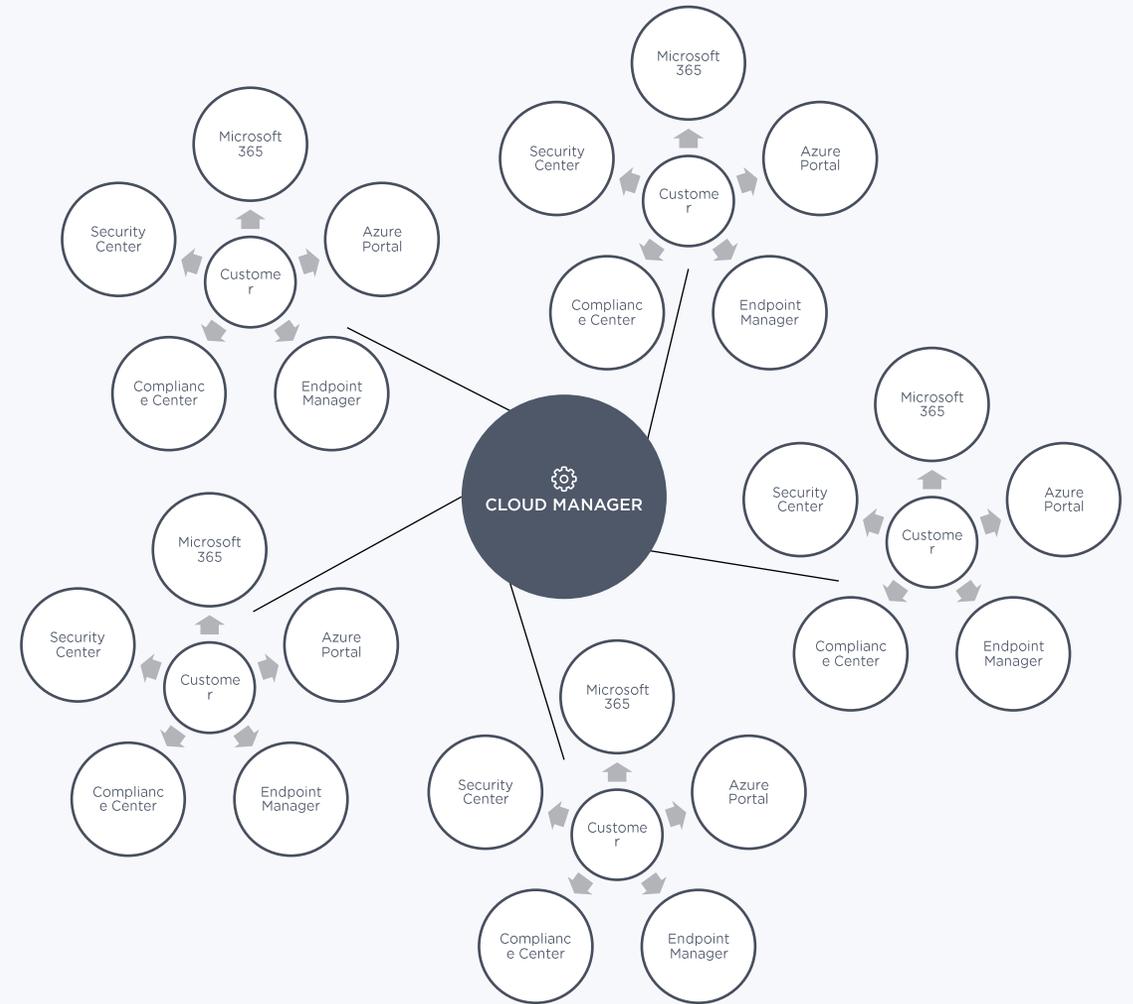
Introducing SkyKick Cloud Manager

Automate, manage, and secure your entire cloud operations

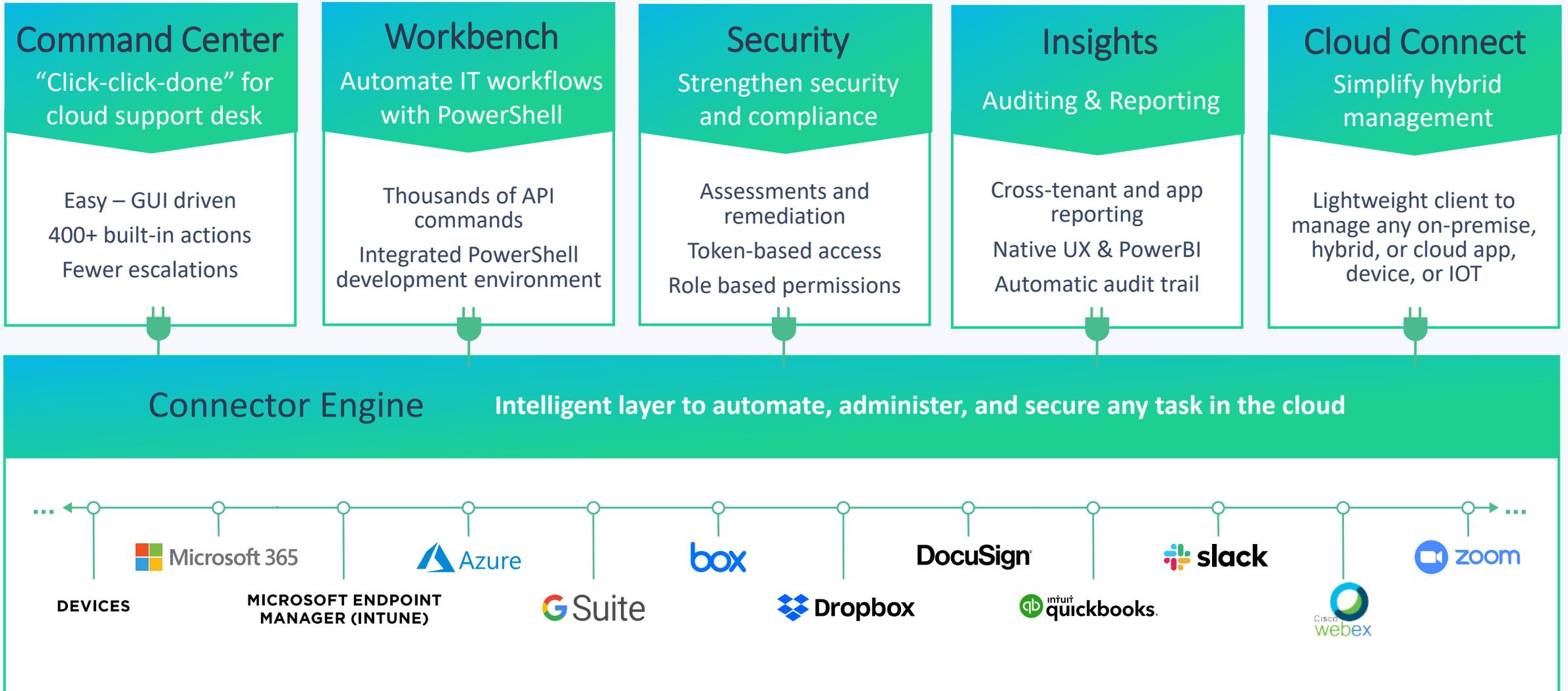


Cloud Manager Helps ITSP's Make the Transition

- ✓ 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



Reduce support costs and improve margins with Cloud Manager

75% tickets resolved
on first interaction



Consistently
deliver quality

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

50% reduction in
cost of support



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

10%+ revenue growth



Increase security and
value-add services

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

Cloud Manager - Partner Testimonial



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

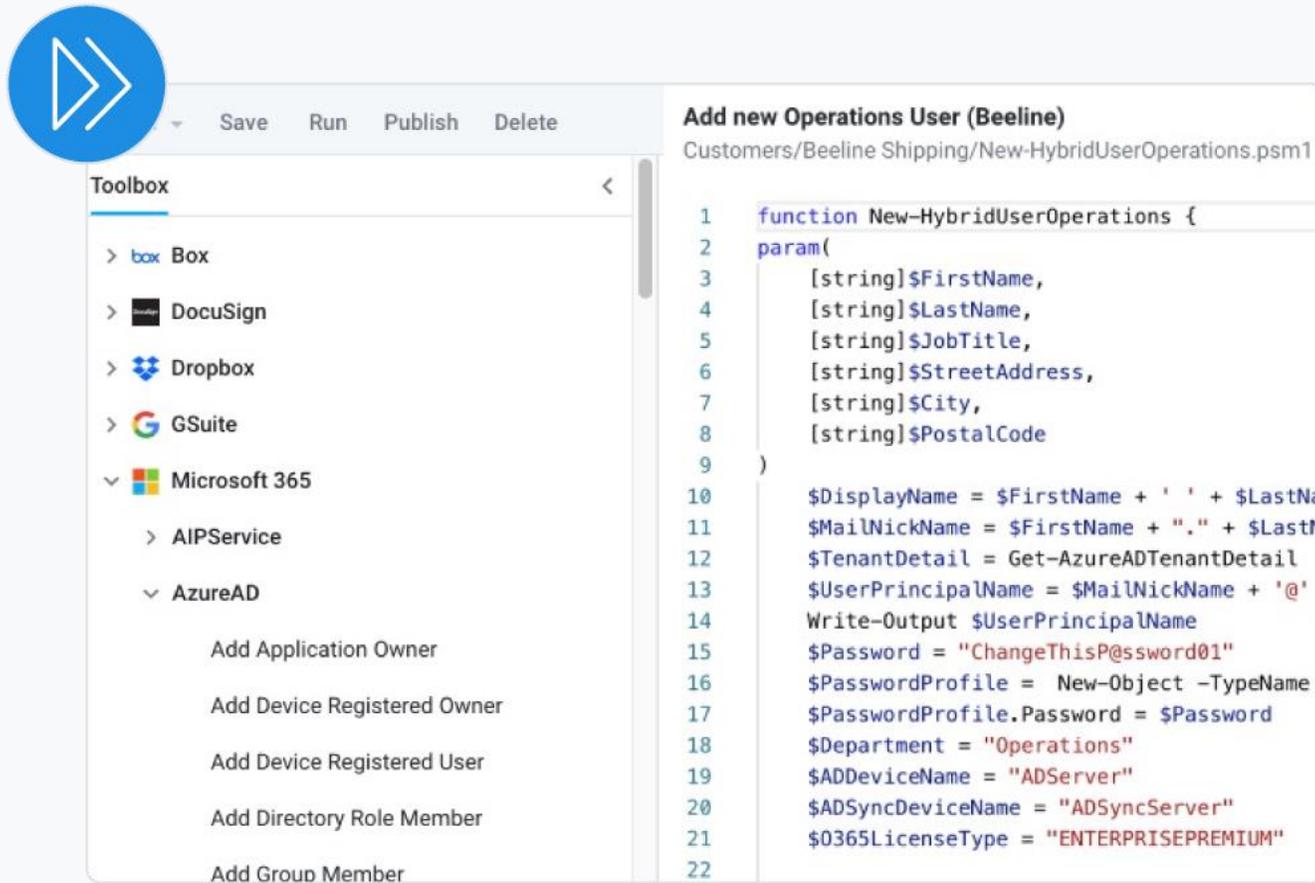


The screenshot displays the Command Center interface. At the top, there are four tabs: 'Customer', 'User', 'Group', and 'Email'. A dropdown menu is open under the 'User' tab, showing options: '+ Add', 'Edit', 'Delete', and 'Reports'. Below the menu, there are four automation cards, each with a star icon and a 'Run' button. The cards are: 'Add Office365 User' (Ran on Tyrell Corp 5d ago), 'Reset O365 User Password' (Ran on Apollo Tech 22m ago), 'Convert Mailbox to Shared' (Ran on Tyrell Corp 5d ago), and 'Disable Inbox Forwarding...' (Ran on Apollo Tech 22m ago). The 'Starred' section is visible on the left side of the interface.

- **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



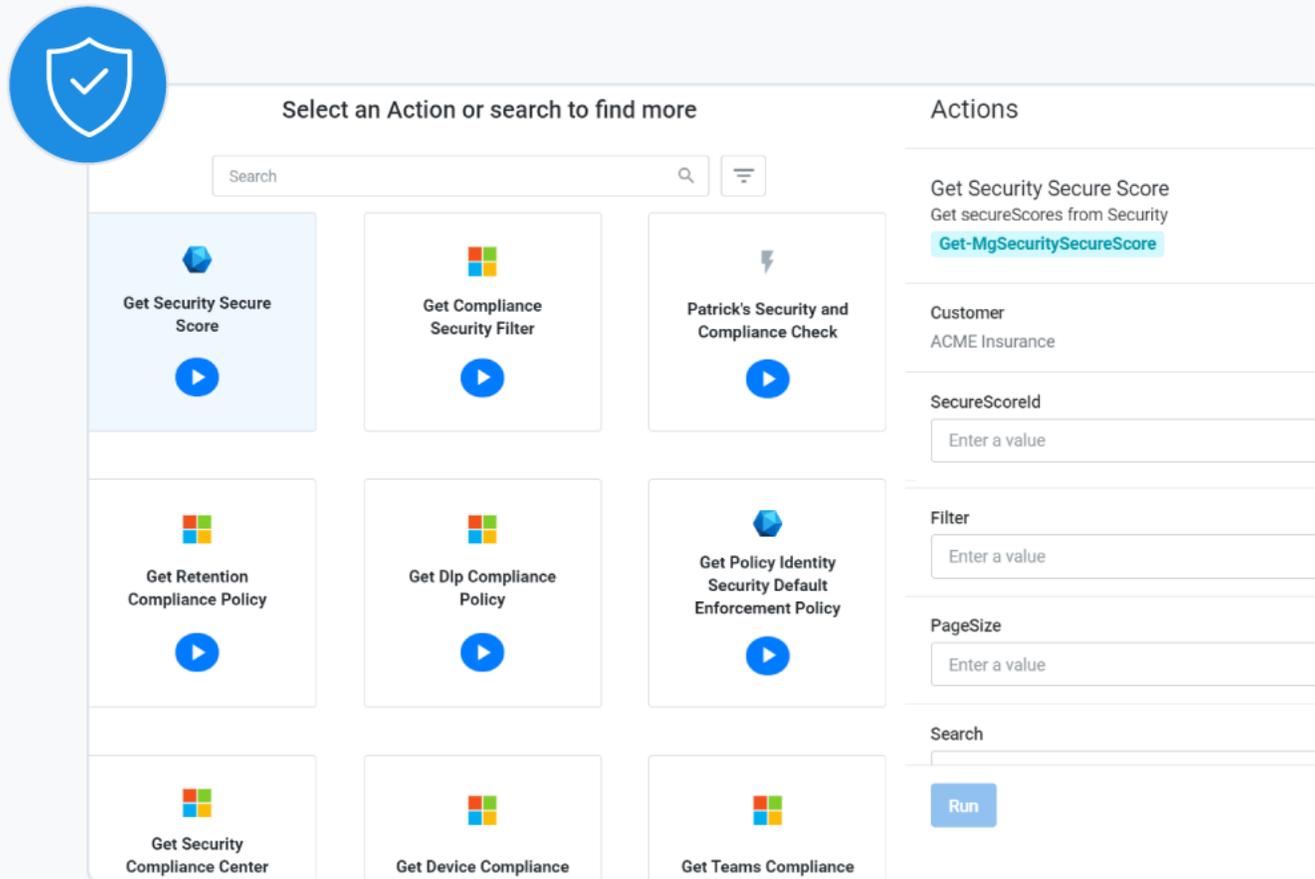
The screenshot displays the WorkBench interface. On the left is a 'Toolbox' with a tree view containing categories like 'Box', 'DocuSign', 'Dropbox', 'GSuite', 'Microsoft 365', and 'AzureAD'. Under 'AzureAD', several operations are listed, including 'Add Application Owner', 'Add Device Registered Owner', 'Add Device Registered User', 'Add Directory Role Member', and 'Add Group Member'. A blue circular icon with a white right-pointing arrow is overlaid on the top-left corner of the interface. The main area shows a PowerShell script editor titled 'Add new Operations User (Beeline)' with the file path 'Customers/Beeline Shipping/New-HybridUserOperations.psm1'. The script content is as follows:

```
1 function New-HybridUserOperations {
2 param(
3     [string]$FirstName,
4     [string]$LastName,
5     [string]$JobTitle,
6     [string]$StreetAddress,
7     [string]$City,
8     [string]$PostalCode
9 )
10 $DisplayName = $FirstName + ' ' + $LastNa
11 $MailNickName = $FirstName + "." + $LastN
12 $TenantDetail = Get-AzureADTenantDetail
13 $UserPrincipalName = $MailNickName + '@'
14 Write-Output $UserPrincipalName
15 $Password = "ChangeThisP@ssword01"
16 $PasswordProfile = New-Object -TypeName
17 $PasswordProfile.Password = $Password
18 $Department = "Operations"
19 $ADDeviceName = "ADServer"
20 $ADSyncDeviceName = "ADSyncServer"
21 $0365LicenseType = "ENTERPRISEPREMIUM"
22 }
```

- **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



The screenshot displays a user interface for managing security and compliance. On the left, a blue circular icon with a white shield and checkmark is visible. The main area is titled "Select an Action or search to find more" and contains a search bar. Below the search bar, there is a grid of nine action cards, each with a play button icon. The cards are:

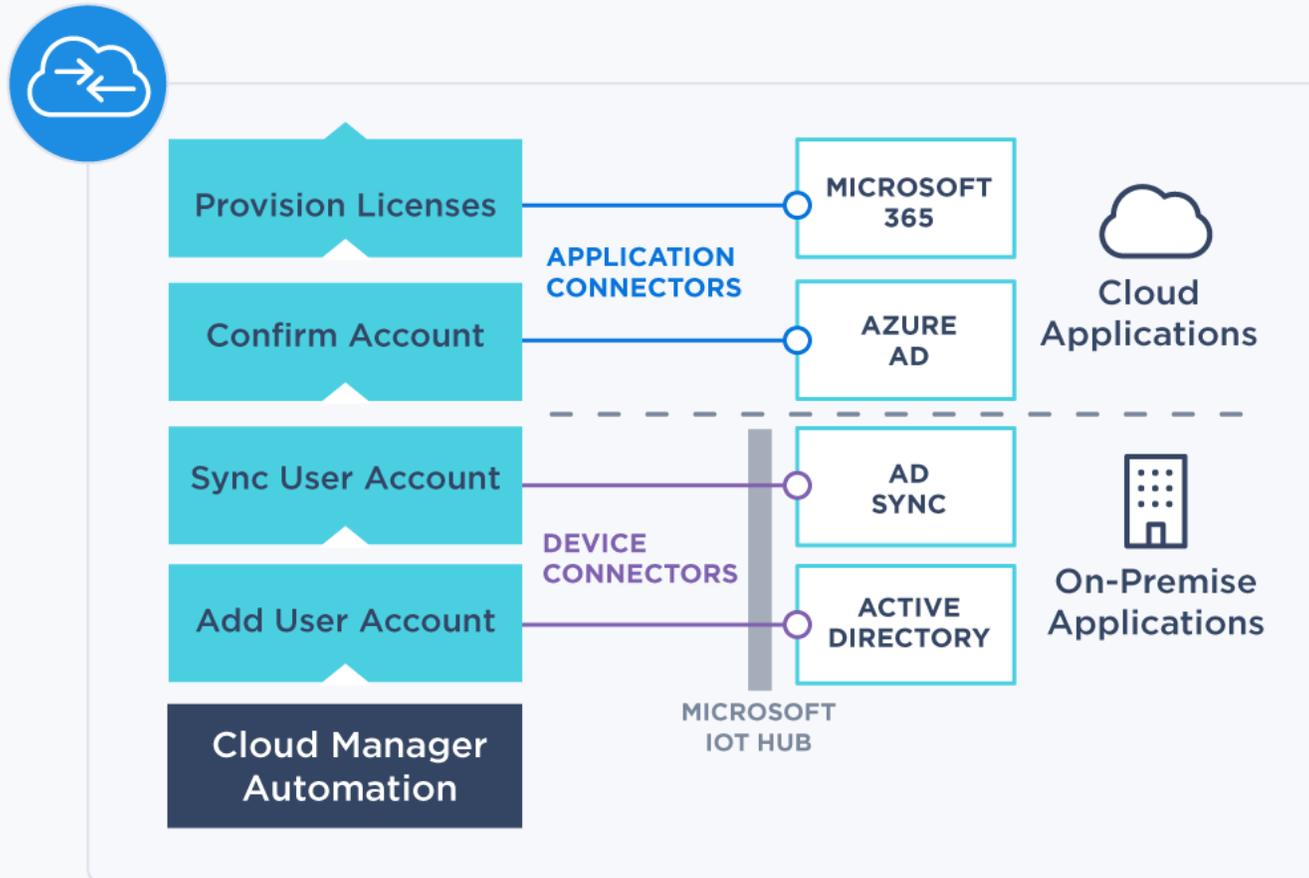
- Get Security Secure Score
- Get Compliance Security Filter
- Patrick's Security and Compliance Check
- Get Retention Compliance Policy
- Get Dlp Compliance Policy
- Get Policy Identity Security Default Enforcement Policy
- Get Security Compliance Center
- Get Device Compliance
- Get Teams Compliance

On the right side, there is a configuration panel titled "Actions". It shows the selected action "Get Security Secure Score" with a sub-action "Get secureScores from Security" and a highlighted button "Get-MgSecuritySecureScore". Below this, there are fields for "Customer" (ACME Insurance), "SecureScoreId" (with a placeholder "Enter a value"), "Filter" (with a placeholder "Enter a value"), and "PageSize" (with a placeholder "Enter a value"). At the bottom of the panel is a "Search" field and a "Run" button.

- **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

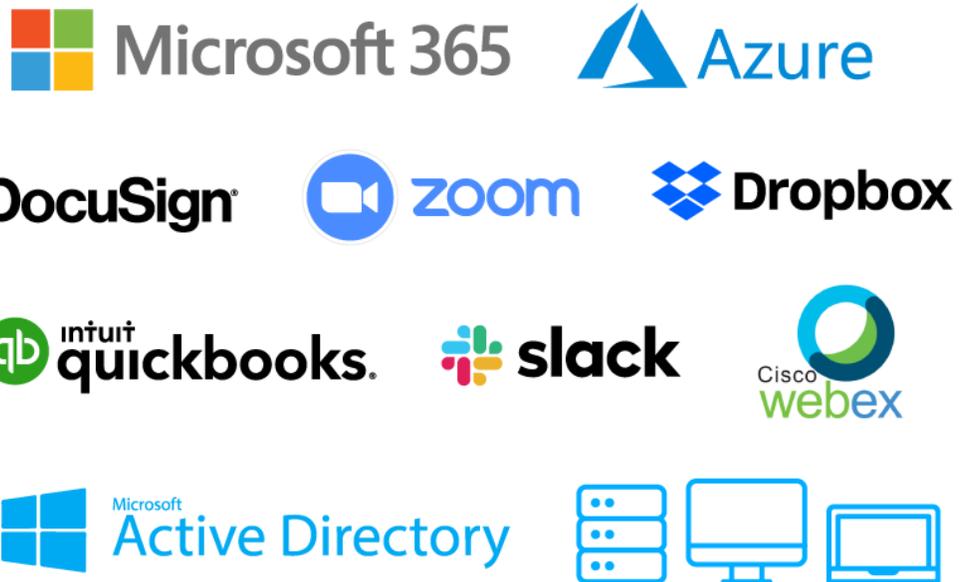
Seamlessly manage hybrid solutions - connect devices through the serverless Microsoft IoT Hub platform with secure authentication



- **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

| | Number of Steps | With SkyKick Cloud Manager |
|--------------------------------------------------------------------------------------|-----------------|----------------------------|
| Configure Identity Protection (enable security defaults, MFA, SSPR, etc) | 8 | ✓ |
| Configure Email Protection (attachment filters, transport rules, etc) | 10 | ✓ |
| Configure Information Governance (setup DLP, enable email encryption, etc) | 10 | ✓ |
| Configure Teams Security (enable Teams governance, guest access, etc) | 13 | ✓ |
| Manage Devices (configure device policies and access, etc) | 10 | ✓ |
| Total steps required | 51 | <7 |

Double your first call ticket resolution through user-friendly, no-code automation

Cloud Manager Pricing Plans

Subscribe to a SkyKick Plan

ANNUAL MONTHLY

Save up to 20% with annual billing

| | Basic BUY NOW | Standard BUY NOW | Pro BUY NOW |
|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------|----------------------------------------------|
| Price | \$199 /mo | \$499 /mo | \$999 /mo |
| Cloud Manager Features | | | |
| User Licenses | Up to 3 (Additional at \$60 per/license) | Up to 10 (Additional at \$50 per/license) | Up to 20 (Additional at \$30 per/license) |
| Office 365 Management (Exchange, Groups, Teams) | ✓ | ✓ | ✓ |
| Active Directory and Hybrid | ✓ | ✓ | ✓ |
| M365 Endpoint Management (Intune) | ✓ | ✓ | ✓ |
| Non-Microsoft SaaS Management | 3 connectors | 5 connectors | 10 connectors |
| Azure & IaaS Management | ✓ | ✓ | ✓ |
| Audit & Reporting | ✓ | ✓ | ✓ |
| Security and Compliance Management | ✓ | ✓ | ✓ |
| Role Based Permissions and Controls | Standard | Advanced | Advanced |
| SkyKick Platform Benefits | | | |
| Discount on SkyKick Migrations | 15% discount | 25% discount | 35% discount |
| 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

ANNUAL
MONTHLY
 Save up to 20% with annual billing

| | Basic BUY NOW | Standard BUY NOW | Pro BUY NOW |
|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Price | \$249 /mo | \$549 /mo | \$1,149 /mo |
| Cloud Manager Features | | | |
| User Licenses | Up to 3 <small>(Additional at \$70 per/license)</small> | Up to 10 <small>(Additional at \$60 per/license)</small> | Up to 20 <small>(Additional at \$40 per/license)</small> |
| Office 365 Management (Exchange, Groups, Teams) | ✓ | ✓ | ✓ |
| Active Directory and Hybrid | ✓ | ✓ | ✓ |
| M365 Endpoint Management (Intune) | ✓ | ✓ | ✓ |
| Non-Microsoft SaaS Management | 3 connectors | 5 connectors | 10 connectors |
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| Security and Compliance Management | ✓ | ✓ | ✓ |
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| 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. | | | |

Thank you

Let's Break Down the Scope of these Challenges

3 days,
10 hours

is the average
remediation time
for support tickets¹

72%

of MSPs say their
customers lack in-
house security skills²

77%

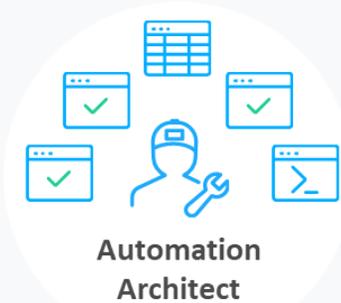
of IT leaders say staff
turnover is disruptive
to cloud operations¹

30+

Average number
of SaaS applications
in SMB portfolio

The rise of cloud demands a different approach to automation

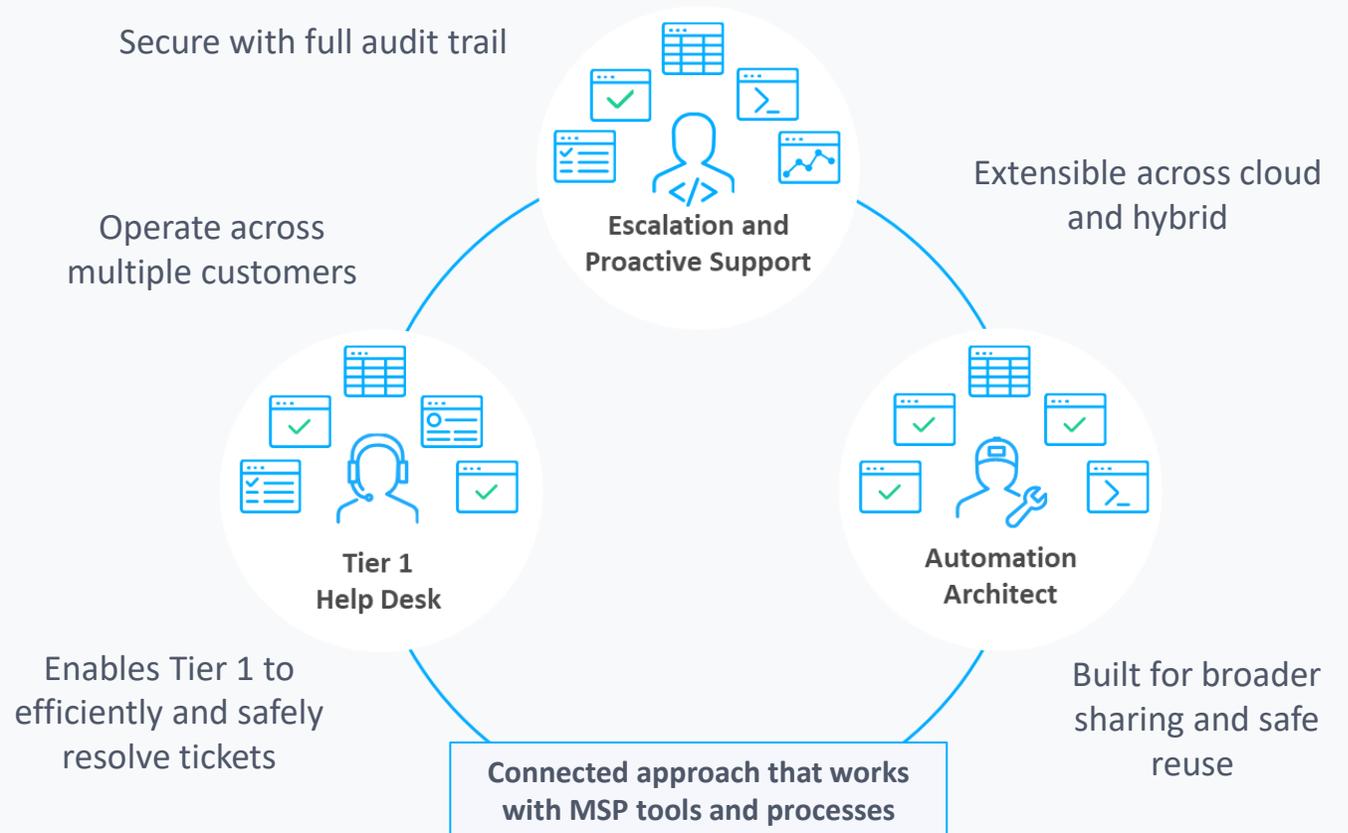
Legacy PowerShell & Scripting



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

Isn't built for MSP's

Automation that helps SCALE SERVICE DELIVERY

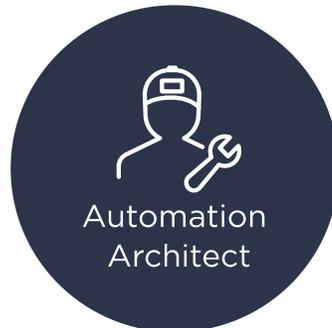


And is purpose-built for MSP's

PowerShell automation that scales across the entire support operation

TODAY

- Heavy manual effort, prone to errors
 - Triaging, not resolving
 - Share customer admin credentials
 - Need technical skills to manage diff apps/env
-
- Reactive, not proactive
 - Lack of visibility & predictability
 - PowerShell limited to Microsoft ecosystem
 - Difficult to enforce security policies
-
- PowerShell automation not built for sharing or safe reuse
 - Individual IP script creation - limited
 - Limited visibility across team and customers
 - Difficult to track usage of automation



WITH CLOUD MANAGER

- Crush tickets - one-click automation
 - Simple GUI – consistent, safe, repeatable
 - More secure – automatic audit trail, no passwords
 - Easily manage across cloud and hybrid
-
- Fewer escalations – more time to focus on security and billable value-add services
 - Visibility across tenants and customers
 - Secure, universal PowerShell console to run commands
-
- PowerShell automation built for broader sharing and safe reuse
 - Workbench IDE to create, test & deploy automation
 - Centralized view across team and customers
 - Track usage of automation – improve, fill gaps



Automate a variety of cloud administration scenarios

Onboarding
and offboarding

Multi-factor
authentication
management

Manage permissions
and group settings
across multiple
SaaS providers

Delete specific
attachments across an
environment

Manage mailbox
permissions and
delegations

Query, set and change
user settings across
tenants and customers

Manage password resets

Collect an audit trail of
actions performed by the
Help Desk

Check license utilization

Perform updates for
position or department
changes

Identify compliance gaps

... and more!