

# 10 ways to transform your MSP practice with Cloud Manager

Cloud Manager - a new automation platform built for MSPs in Office 365 and other SaaS services. Improve customer experience, margins and security in your cloud operations.



## Centralize the administration of Microsoft Office 365 and other SaaS.



1

### Built for the way MSPs work. Simplified Multi-customer management

Cloud Manager allows you to execute PowerShell across multiple tenants at once and easily switch between customers, tenants, apps, or devices to perform customer-specific actions.

2

### Built for how your customers work. Integrate and simplify Cloud, On-Premises and Hybrid management

With use of a lightweight agent, connect to and manage devices within a single interface to enable coordinated administration of devices used in hybrid environments.



## PowerShell automation re-imagined for MSPs

3

### Extend automation to easily manage Microsoft 365, SaaS apps and beyond

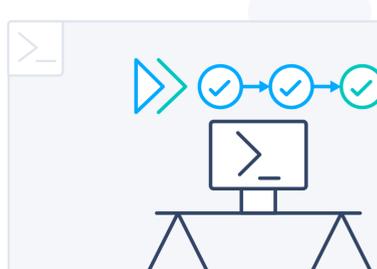
Use the scripting language you already know to write PowerShell automation that spans across customer tenants, SaaS applications, and even on-premises devices (for hybrid environments).



4

### An IDE with support to write better automation, faster

Build, save, share, and publish PowerShell automation with an integrated development environment built to streamline script creation with features like autocomplete, error highlighting, explanations and more.



5

### Get a head-start. Build on thousands of out-of-the-box templates

Cloud Manager comes with an extensive inventory of proven commands, including standard Microsoft cmdlets, SkyKick-authored commands for non-Microsoft SaaS apps, and SkyKick-authored sample commands for common scenarios.

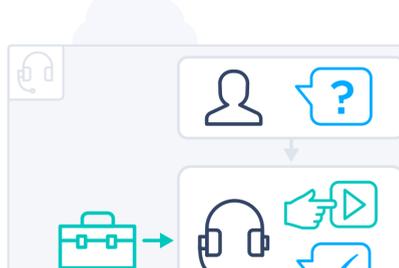


## Help Desk can resolve tickets quickly and securely. Minimize costly escalations.

6

### Scale safely by publishing pre-built automation to the Help Desk

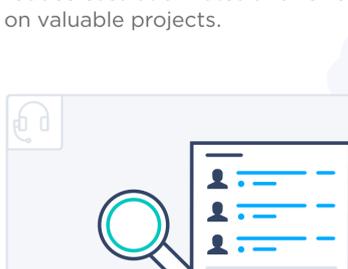
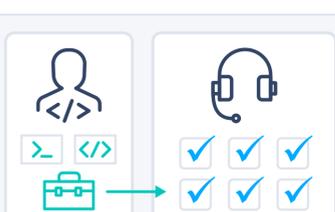
Convert command parameters into easy-to-complete form fields in the Actions panel to ensure simple-to-complex IT tasks can be safely and consistently executed by the Help Desk with no PowerShell expertise required.



7

### Fewer escalations, more value-generating work

Streamline engineer time escalations that occur by providing context, resources, and resolution tools within the same app. With the Help Desk equipped to resolve most tickets, reduce escalation rates and re-focus engineers on valuable projects.



8

### Improve security and performance with a full audit trail

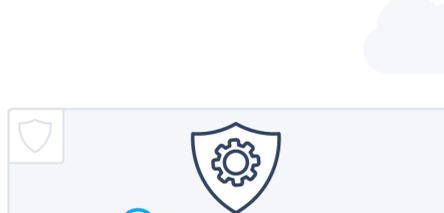
Whether initiated in the GUI for support technicians or the built-in PowerShell Console, every command executed is automatically recorded, including customer details, method, timestamp, status, output and more.

## Mitigate risk and increase security

9

### Reduce risk of shared client passwords

Eliminate logging in and out of tenant after tenant with secure, persistent connections to the tenants and devices you manage.



10

### Proactively manage security and enforce compliance policies

Multi-tenant management capabilities make it easy to identify compliance gaps and enforce security policies in bulk.