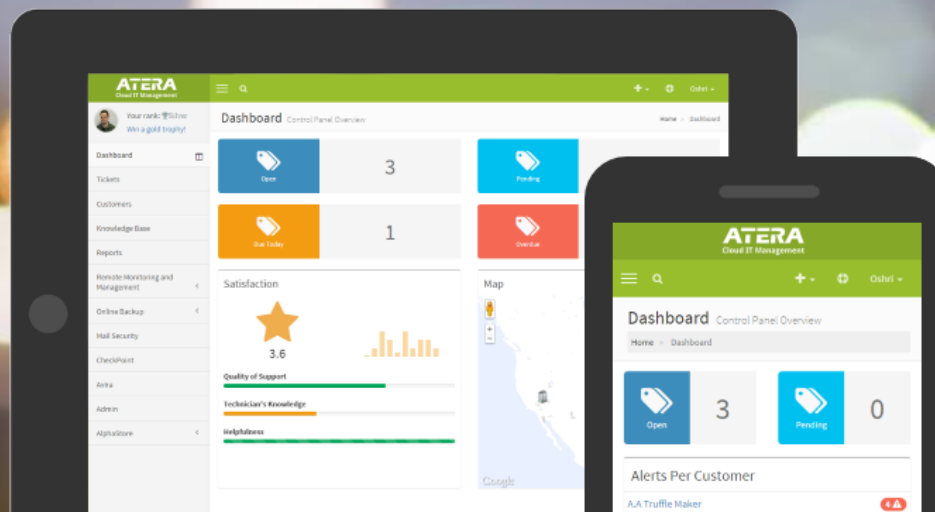


# Effortlessly Run Your Entire IT Business

Remote Monitoring, Business Management , Service Desk and Cloud Services.  
Customer Happiness with One Platform.





# What is Atera?

## The only Modern, All-in-One Software for MSP's

From remote IT monitoring & management through powerful ticketing and customer satisfaction surveying to billing and invoicing, Atera brings the entire IT business together.

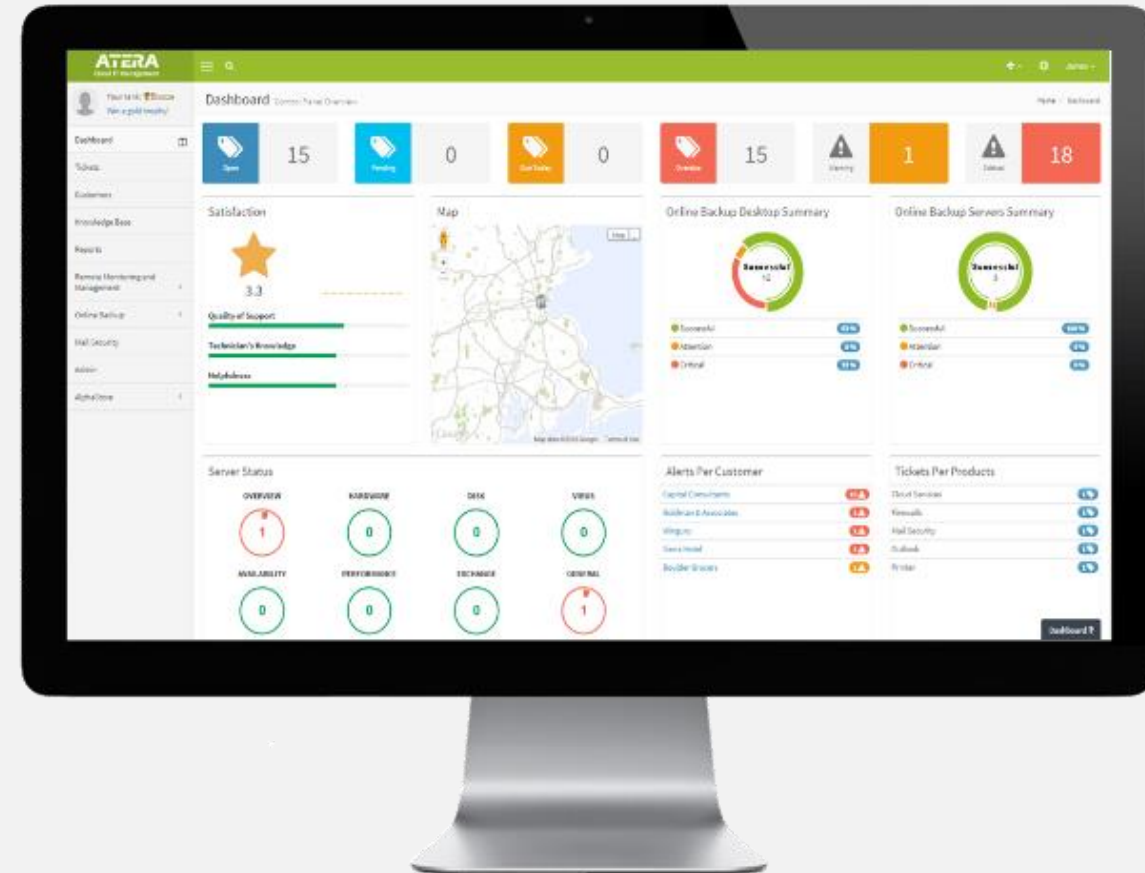
*Less hassle, more control and an MSP strategy that actually works.*

# The Solution

The only Modern, All-in-One Software for MSP's,

Atera has developed a cloud based, comprehensive system of management and support that systematically fully integrates four spaces:

- Technical management of the SMB's networks.
- Relationship & ServiceDesk management between the MSP and the individual SMB.
- Internal Business management of the MSP's Business.
- Integrated Cloud Services that the MSP purchases and sells to his customers.



# Modern Software

## All-in-One Software for MSP's

A simple to use, fully SaaS based software platform that includes all major elements of running an IT Business. With Simple and transparent pricing.



### Remote Monitoring & Management

Know about issues before your customers, powerful root-cause analysis, remote access, IT Automation, Patch Management and more..

### Service Management

Full management of the support and operational cycle, from alert to ticket to invoice. Includes CRM and technician management.

### Business Management

Complete business performance visibility for all aspects of the MSP's Business.

### Integrated Cloud Services

Driving fast growth with fully integrated, monitored and managed Cloud services.

### Affordable, transparent pricing

Simple, transparent pricing in the website. Simple and fast self-serve onboarding



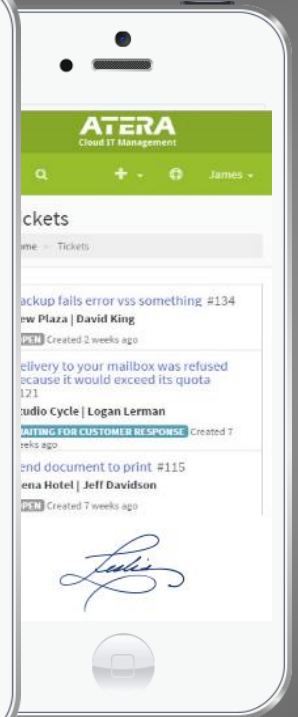
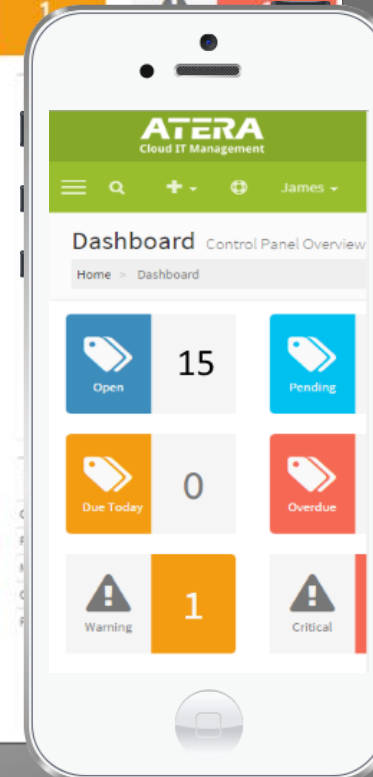
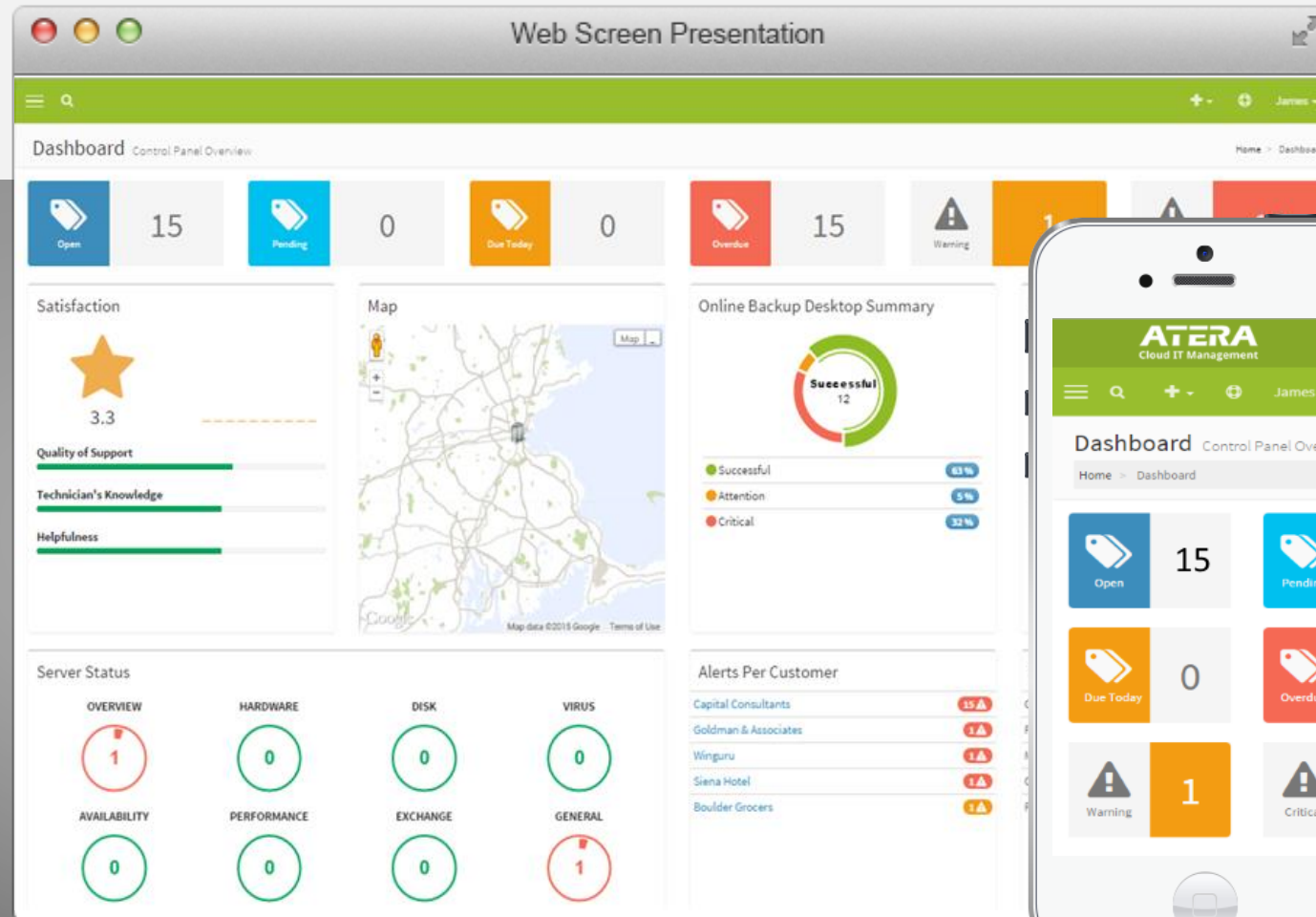
"Atera has the sophistication, it has the scale, it has the functionality... and it has the vision that gives us the confidence to entrust our business and our customers to their platform"

@Jacques Huijbregts, CEO, Huijbregts Automatisering, The Netherlands.



# Product Overview

Powerfull, all-in-one System

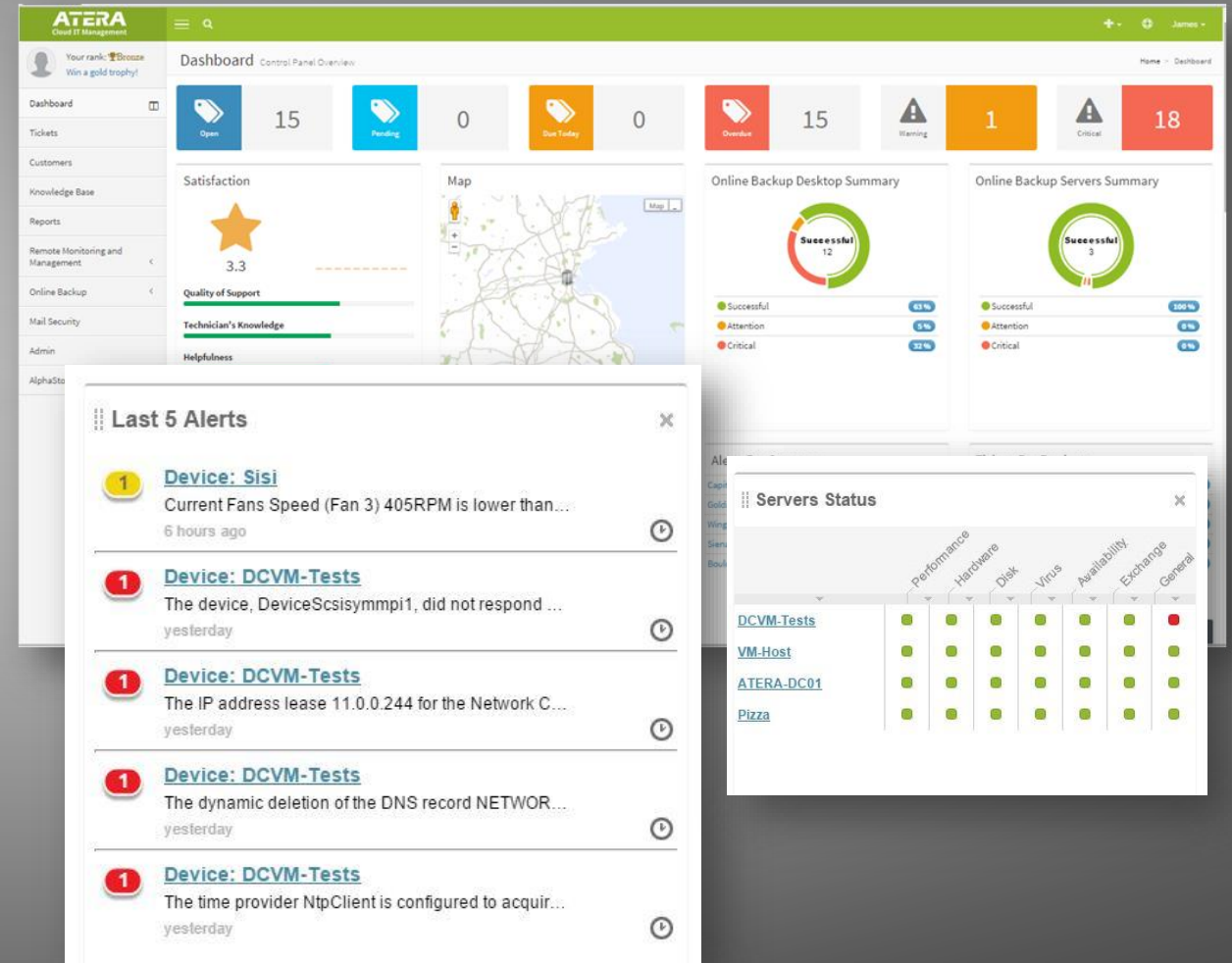


# Real-Time Alerts

Know about issues before your customer

Receive real-time information and alerts regarding monitored devices: RAM usage, hard drive space, CPU load, anti-virus, operating systems and much more.

- **Hardware** deep monitoring and alerting.
- **Software** operating systems, application and specific services monitoring.
- **SNMP Monitoring** monitor all devices that are SNMP compliant.
- **Root cause analysis** identify the root causes of faults or problems
- **Connect** with one click remotely to monitored devices and fix problems.



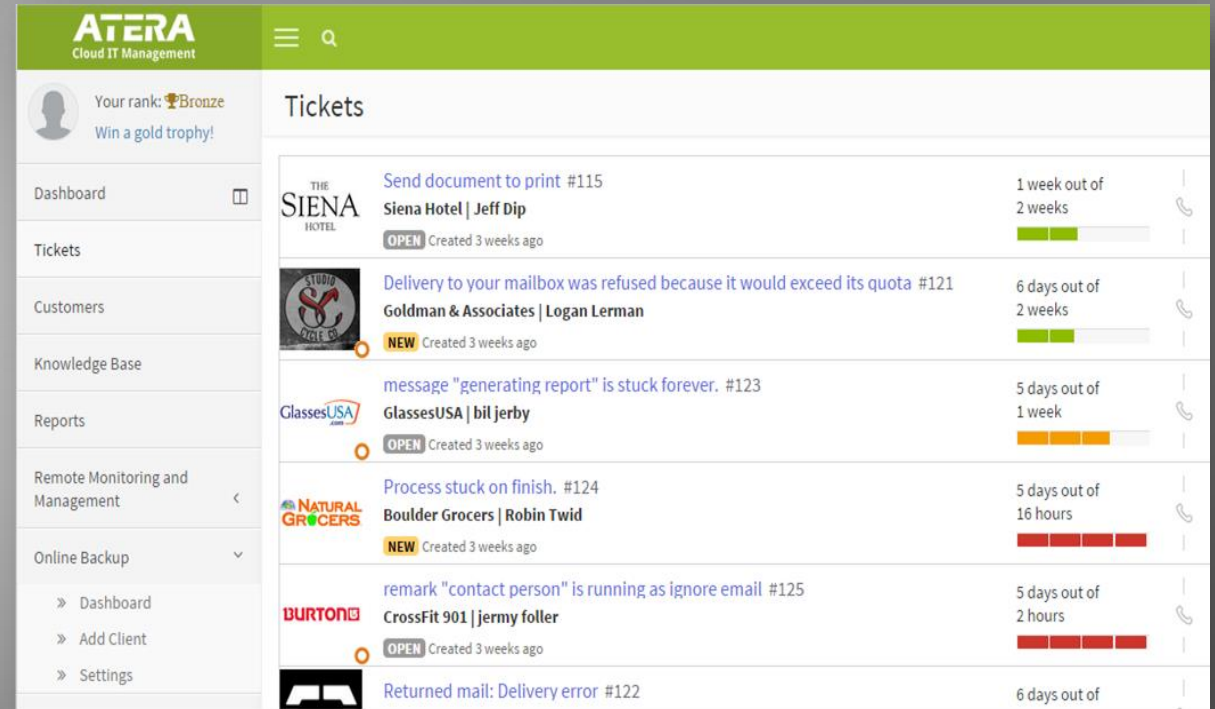
Alerts are sent to workstations, smartphones, specific designated employees and more.

# ServiceDesk

Contracts, Tickets, SLA's, Billing and more

Make sure every issue gets resolved. High level view of all tickets with flexible filtering and management capabilities.

- **Multiple channels** for receiving tickets; emails, portal and Agents.
- **Automatic ticket Dispatching** categorize, prioritize and allocate incoming tickets.
- **Technician Individual view** and automatic prioritization.
- **Service Manager View** for overall operational control.
- **Reports and analytics**



Ticket dashboard, automatically dispatches ticket to the right technician, sets priorities and sends alerts.



# Business Management

## Control over Key Performance Indicators

No need to sort through useless information - only deal with what is most important to your business. Generate reports that track your most profitable customer, or find out which customer's retainer needs adjusting.

- **Profitability Reports** have a handle on customer profitability, margins and revenue.
- **Billing Reports** directly integrated with accounting system, generate invoices automatically.
- **Technicians KPI's** with a click of a button compare Technician performance.

### Top Retainer Profitable Customers

#### Customers

Customer Name	Total Tickets	Total Duration	Price For Dates	Expected Price Per Hour	Avg. Price Per Hour
Burton	52	19 hours and 15 minutes	\$2,000	\$65	(▲ 62 %)
GlassesUSA	68	26 hours and 27 minutes	\$2,500	\$65	(▲ 48 %)
Natural Grocers	93	47 hours and 5 minutes	\$3,500	\$60	(▲ 24 %)

Webrevolutions  
Matera  
Giant  
Siena Hotel

### Billing Summary (Hours & Tickets)

Tickets and Technicians		On-Site Duration	Remote On-SLA Duration
6 Tickets	Michel de Jonge	0	40 minutes
	Ted van Hout	0	25 minute
	Lars Mateijsen	0	38 minutes

### Customer Profitability

#### Summary

\$600.00	\$600.00	\$60.00	\$90.00
MONTHLY PRICE	SELECTED DATE RANGE PRICE	EXPECTED PRICE PER HOUR	OFF-SLA PRICE PER HOUR
14	8 hour and 9 minute	54 minutes	38 minutes
TOTAL TICKETS	WORKHOUR DURATION	OFF-SLA WORKHOUR DURATION	AVG. WORKHOUR PER TICKET
\$42.86	\$73.50 (▲22.5%)		
AVG. PRICE PER TICKET	AVG. PRICE PER HOUR		



Clear and easy to access business analytics

# Satisfaction Surveys

Making your brand a top-tier provider

With Atera, getting feedback is quick and easy, you'll get exceedingly high response rates. Just one more step in helping your customer service organization provide top notch service.

- **Automatic Surveys** sent with predefined triggers.
- **Deep analysis** survey's both general questions and deeper analysis.
- **Technician** service level measurement on multiple parameters.

## Ticket Resolved – Computer is slow

Hi Bruce,

Our support rep has indicated that your ticket has been resolved.

If you believe the issue has not been resolved please reply to this email to automatically reopen the ticket.

Ticket #150783 (My computer is slow).

Sincerely,

Capital Consultants Support Team,

**Please let us know what you think of your support experience:**



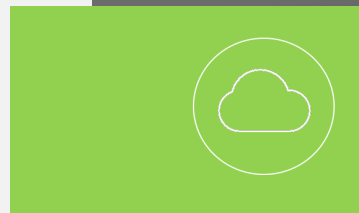
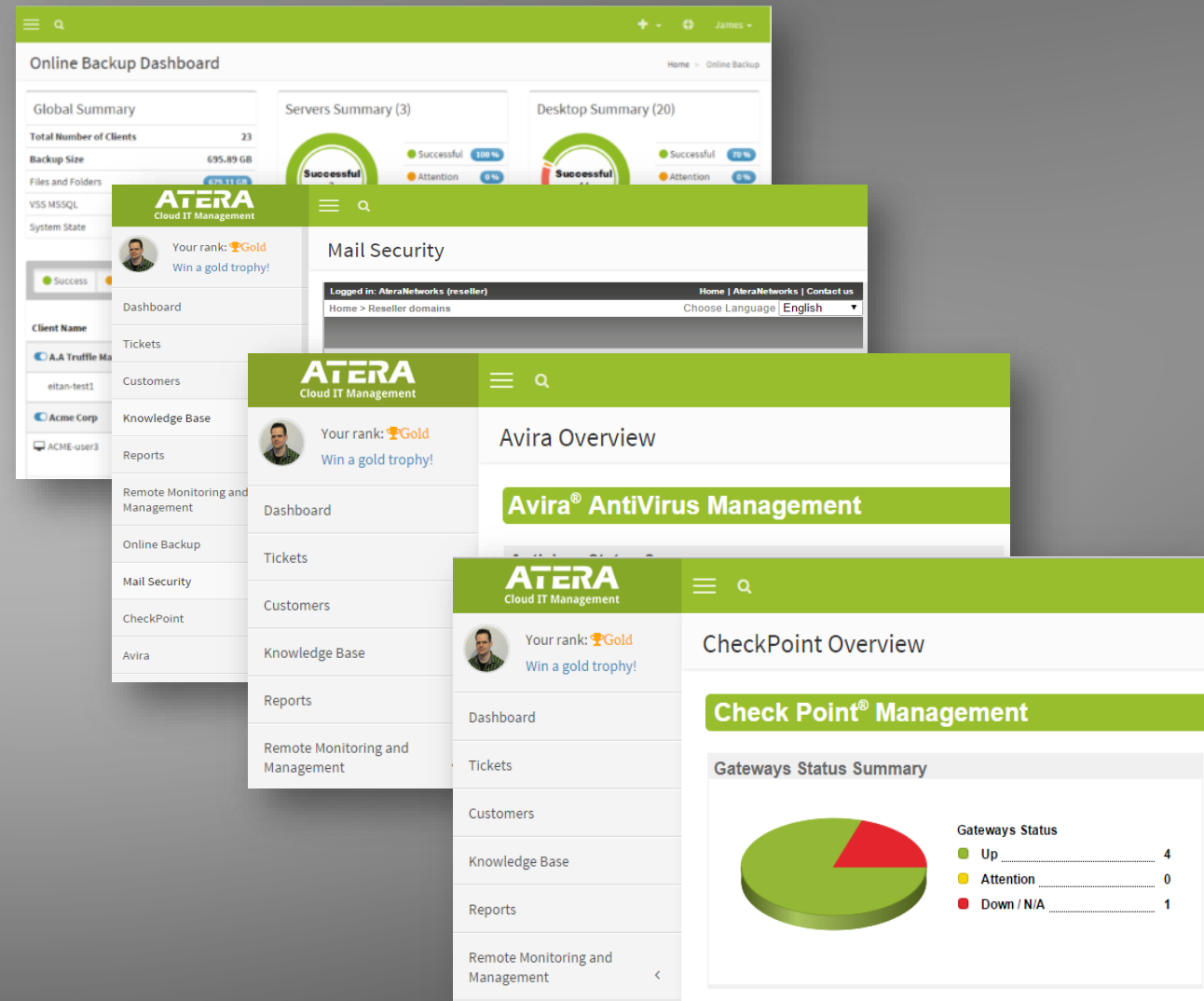
Full knowledge of your customers satisfaction

# Cloud Services

Integrated, Managed, needed by the SMB

A single platform that includes both all management aspects of the MSP and best of breed cloud services that he resells to his customers for a profit.

- Online Backup
- MailSecurity
- Antivirus
- Office 365 (future)
- Azure cloud servers (future)
- Web Security (future)
- And more...



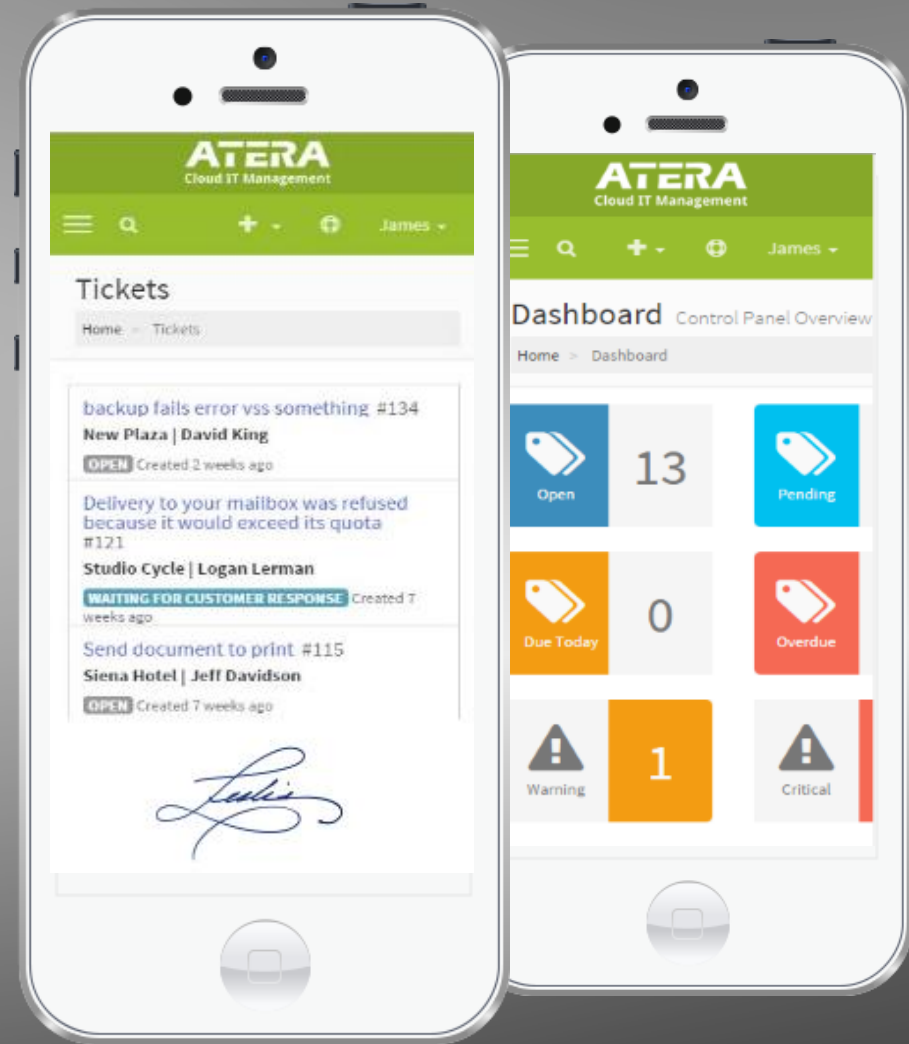
Integrated Best of Breed Cloud Services

# Mobile

Run your business where ever you are

Carry your support desk with you wherever you go, reply to tickets, add notes and perform bulk actions even as you're taking a walk down the street.

- iOS, Android and Windows phone
- Support desk and field technicians views
- Time tracking and customer signature on closed tickets in the field.



Run your business where ever you are



"As a rapidly growing business we have been looking for the right MSP Management Solution. After trying a lot of options we discovered Atera's simplicity and all in one approach refreshing and simple!"

@Brad Johnston, Reservation Software, Australia