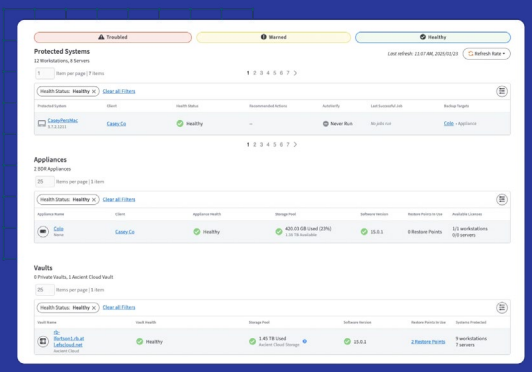
CONNECTWISE Co-Managed Backup

CONNECTWISE NOC Services

x360Recover

Powerful BCDR with less operational burden

Scale your backup services with x360Recover and 24/7 ConnectWise NOC Services expertise



Deliver reliable backup and recovery without putting the full operational burden on your team. Pair Axcient™ x360Recover from ConnectWise with ConnectWise Co-Managed Backup™ and ConnectWise NOC Services™ to help monitor, troubleshoot, and manage day-to-day backup operations around the clock.

You maintain control of your working relationships and services. ConnectWise helps carry the operational load.

Scale BCDR without scaling headcount

More protected systems mean more backups to monitor, failures to investigate, tickets to manage, and after-hours issues to address.

ConnectWise Co-Managed Backup extends your team with trained ConnectWise NOC technicians who handle key day-to-day backup tasks 24/7, helping you:

- **Scale without adding equivalent headcount** by extending your team with trained experts.
- **Shift focus to higher-value work** and give technicians time back by offloading repetitive backup administration
- **Improve service consistency** with standardized processes and around-the-clock coverage.
- **Reduce after-hours burden** with technicians available to respond when backup issues occur overnight or on weekends.

Take day-to-day backup operations off your plate

With ConnectWise Co-Managed Backup, NOC technicians can help with:

- 24/7 backup monitoring
- Backup failure remediation and troubleshooting
- Ticket creation and management
- After-hours response
- Backup deployment support
- Escalation based on your defined requirements

You stay in control and we help carry the load

Your team	ConnectWise NOC
Owns relationships and strategy	Extends your operational capacity
Defines policies and escalation requirements	Monitors and remediates backup issues
Focuses on higher-value work	Handles defined day-to-day backup tasks

Recovery-first BCDR backed by an extended operations team

x360Recover provides flexible, recovery-focused BCDR. ConnectWise Co-Managed Backup adds the operational expertise to help keep those environments monitored and protected.

Flexible deployment

Choose appliance-based or direct-to-cloud backup and recovery based on the requirements of the environment.

Simplified backup operations

Chain-free technology and independent recovery points eliminate traditional chain management, re-seeding, re-basing, and consolidation.

Automated recovery validation

Automatic backup integrity verification helps build confidence that protected systems are ready for recovery.

Recovery when it matters

Multiple recovery options help restore systems, applications, files, and business operations during disruptions.

Don't just monitor backups, stay ready to recover

A completed backup is only part of the equation. What matters is whether you can recover when the team needs you.

ConnectWise Co-Managed Backup provides visibility into backup health and validation results, while x360Recover adds automated backup integrity verification and recovery capabilities.

Move the conversation from *"Did the backup run?"* to *"Are we ready to recover?"*

Proven operational impact

QuestingHound reclaimed 25+ hours every week

After standardizing on x360Recover and turning to CW NOC Services™ for routine backup oversight, QuestingHound eliminated more than 25 hours per week of manual backup checks.

With 24/7 monitoring and remediation, overnight issues could be addressed or escalated before the business day began, freeing engineers for documentation, omplex support, and improving the stakeholder experience.

Read the full QuestingHound case study >>

Protect more. Manage less. Recover with confidence.

Combine x360Recover with ConnectWise Co-Managed Backup and ConnectWise NOC Services to deliver stronger BCDR services without putting more repetitive work on your team.

Request a backup operations review >>

