

About ConnectWise - ECHOplatform Integration

<https://campus.barracuda.com/doc/96025460/>

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ConnectWise information in these articles was current at time of publication and is provided for your convenience.

However, Barracuda MSP takes no responsibility for changes, updates, or other actions outside of its control.

Refer to ConnectWise Manage documentation for more information.

The integration of Barracuda's ECHOplatform to the ConnectWise platform provides you with a powerful tool for protecting your clients' data while automating customer billing and ticketing procedures. In a single, unified application, you can:

- Access customer usage
- Create invoices
- Monitor backup notifications

This integrated solution provides the information you need to do the following:

- Eliminate manual billing processes
- Streamline your backup monitoring procedures
- Run your operations more efficiently and cost effectively

The ConnectWise integration enables you to receive daily updates from ECHOplatform for configured companies in ConnectWise. Data sent to ConnectWise includes the following:

- Backup notifications, mapped to a Service Board, Status, Priority, Required Date, and Service Type in ConnectWise
- Intronis Backup Plan Backup usage, local subscription values, and multiple host licensing values used to update your companies' agreements to enable invoicing
- Content Shield and Essentials Services

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