

# Malwarebytes integration with Datto Autotask PSA

Deliver best-in-class endpoint security and customer management through the Autotask PSA platform

Malwarebytes integration with Datto Autotask Professional Service Automation (PSA) helps managed service providers (MSPs) consolidate billing, sales, marketing, customer management, and more across their IT and security tools into a single platform.

## Overview

MSPs work tirelessly to provide top notch service and support to their customers often using PSA tools that consolidate many manual business tasks into one platform. To help our MSP partners, Malwarebytes has integrated our OneView platform with Datto's Autotask PSA to provide streamlined billing, service ticketing, and account management.

## Use cases

### **Automatically bill and keep customer data in sync**

Streamline billing and licensing through the Autotask PSA integration and automatically bill for Malwarebytes seats based on how many of client endpoints had Malwarebytes deployed during the billing period, which can easily be differentiated by the Malwarebytes product tiers that your MSP is offering.

### **Automate service ticket creation**

The Malwarebytes integration with Autotask PSA allows MSP teams to be immediately aware of malware attacks. For managed detection and response (MDR) or any other client support, a new Autotask PSA service ticket can be generated when Malwarebytes detects a threat. It's easy to fine tune what type of detection or severity should initiate a ticket and to whom it should be assigned to kick off the response workflow.

## Key benefits

### **Streamline billing and account management**

- Streamline back office processes
- Eliminate redundant, manual account creation tasks
- Frees up resource time to focus on delivering high quality service

### **Automatically keep customer data in sync**

- Reduce manual process of syncing customer information across platforms
- Automatically keep license synced between OneView and Autotask PSA

### **Gain full visibility into endpoints**

- Quickly see endpoint details, such as software version and status

datto

# Best-in-class endpoint security for MSPs

Available through OneView, the cloud-based Malwarebytes for Business portfolio provides a broad range of solutions to support the endpoint security needs of your customers, including:

## Malwarebytes Endpoint Detection and Response

Endpoint detection and response (EDR) technology automatically detects, isolates, and remediates new threats for both workstations and servers, providing proactive protection and zero dwell-time in recovering from attacks. EDR also includes the industry's only 72-hour ransomware rollback feature, allowing full recovery from ransomware in minutes.

## Malwarebytes Endpoint Protection

Advanced endpoint threat prevention that uses multiple detection techniques for full attack chain protection for both workstations and servers. With advanced remediation capabilities, Malwarebytes endpoint protection uncovers and removes hidden malware artifacts to stop an infection from spreading.

## Effective Protection

With multiple layers of protection, Malwarebytes stops threats before they become problems for your employees. Malwarebytes automates threat protection and detection across web, memory, application, and files, leveraging adaptive detection techniques, including behavioral monitoring and cloud-based machine learning.

## Automated Remediation

In the event of a successful attack, Malwarebytes provides active threat response capabilities that optimize your ROI and time efficiency with effective threat response at a fraction of the cost of manual remediation and endpoint reimaging. Malwarebytes provides automated, granular attack isolation to prevent the attack from spreading. Our proprietary Linking Engine maps the correct path to remove all traces of malware automatically and permanently, allowing your team to focus on other strategic projects.

## LEARN MORE

For more information on the Malwarebytes Managed Service Provider program and OneView management console, please visit:

[malwarebytes.com/msp](https://malwarebytes.com/msp)

Visit the Datto Marketplace at:

<https://www.datto.com/integrations/malwarebytes>



[malwarebytes.com/business](https://malwarebytes.com/business)



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