CINCH CLOUD · PROVISIONING & OPERATIONS

Provision with purpose. Operate with control.

Delivering cloud services takes more than creating a virtual machine. Cinch brings provisioning, infrastructure operations, backup visibility and support context together so MSPs and CSPs can manage the customer environment from a connected workspace.

Guided provisioning
A VM wizard from OS to backup retention.

Infrastructure control
VMware, XCP-ng and Virtuozzo operations.

Recovery visibility
Backup status, restore points and DR.

THE SINGLE SOURCE OF TRUTH

From resource request to ongoing service.

Configure the workload, manage its lifecycle and keep recovery and customer support within reach.

Launch with a clear configuration

Choose operating system, compute, storage, networking and backup settings in a guided VM wizard.

Manage the running environment

Work with supported VMware, XCP-ng and Virtuozzo controls and enabled remote consoles.

Keep recovery and support close

Review backup status and restore points, coordinate support and launch configured Zerto recovery services.

Manage the edge alongside the workload

With a configured pfSense connection, review firewall health and manage supported rules, NAT and VPN.

A shared platform for the service lifecycle.

Cinch connects cloud operations to Desk, CRM and Workbooks, helping your team carry customer context from a request into ongoing support.

SIMPLIFY THE CLOUD SERVICE LIFECYCLE

Build it. Run it. Support it.

Turn infrastructure tasks into a more connected service experience.

01

GUIDED PROVISIONING

Start with a clear deployment plan.

Create a VM through a guided wizard covering operating system, region, compute, storage, network and backup retention. Review the choices before submitting the workload.

02

CONSOLIDATED INVENTORY

See the environment before you act.

View VMware and XCP-ng virtual machines in a shared server list, with platform filters, resource details, region and power status. Search and export the inventory for review.

03

LIFECYCLE OPERATIONS

Adjust resources as needs change.

Manage supported power actions and CPU or memory settings for VMware and XCP-ng. Virtuozzo management adds container power, performance and console access where configured.

04

REMOTE CONSOLES

Get closer to the workload.

Open enabled VMware or XCP-ng consoles to access the live VM screen. Mount available installation media and use supported console tools when the task calls for hands-on access.

05

PERFORMANCE & SUPPORT

Connect the symptom to the service team.

Review available performance data and raise support tickets with the VM already linked. XCP-ng detail views also bring network interfaces and snapshots into the picture.

06

BACKUP VISIBILITY

Know what recovery points are available.

Review Veeam backup jobs and XCP-ng backup archives, including recent runs, status and available restore points. Coordinate restoration through support with the backup context in view.

CONNECTED TO YOUR STACK

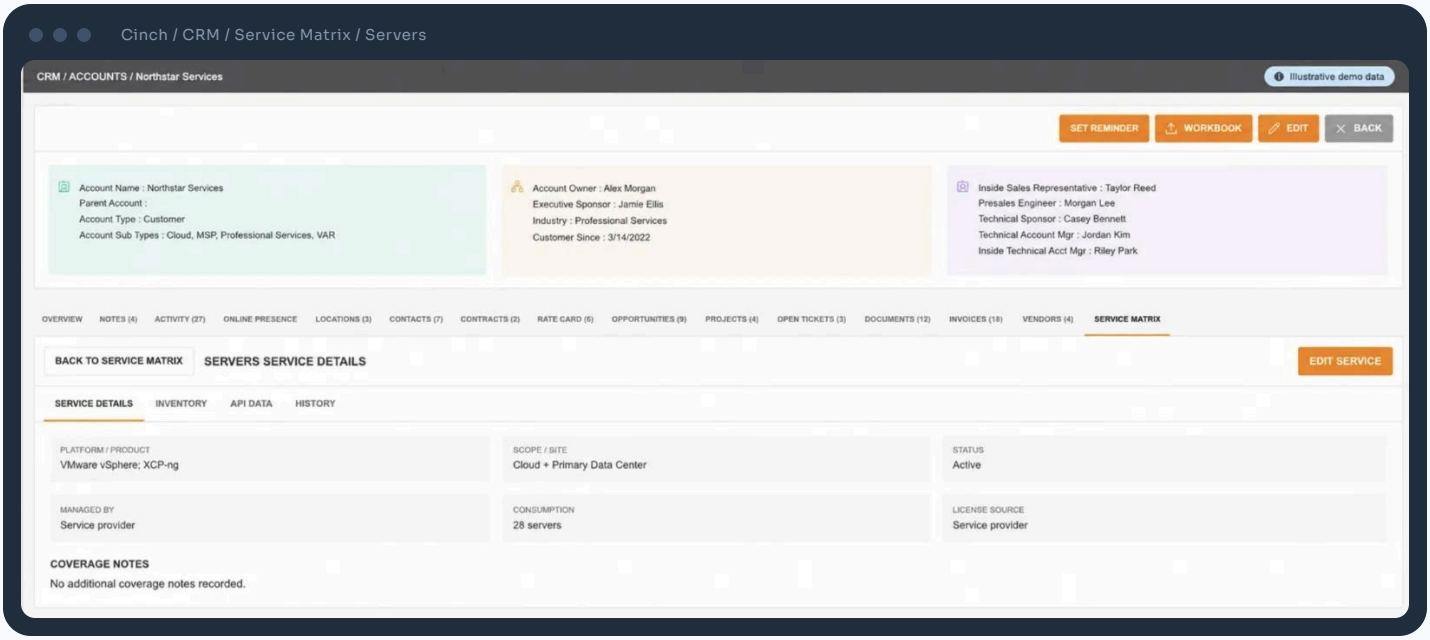
Your tools. Working together.

Microsoft | Veeam | VMware | N-able | XCP-ng | Zerto | Zoho | Salesforce

INFRASTRUCTURE WITH CUSTOMER CONTEXT

Operate the environment. Understand the relationship.

Keep cloud operations connected to the customer's service coverage and support work. When a workload needs attention, link the infrastructure to a ticket so the service team has a useful starting point.



Customer cloud service coverage · sanitized illustration with fictional demo data.

Recovery, network and storage in one place.

07

DISASTER RECOVERY

Keep the recovery service within reach.

For configured environments, launch the authenticated Zerto portal from Cinch to view replication, run tests and manage failover using Zerto's controls.

08

NETWORK OPERATIONS

Manage the edge alongside the workload.

With a configured pfSense REST API connection and the right permissions, review firewall health, interfaces and gateways, and manage supported rules, NAT, VPN and services.

09

STORAGE VISIBILITY

Make stored capacity easier to review.

Browse configured object-storage inventories by date, with file counts, total stored size and exportable records, close to the customer's broader cloud services.

FROM REQUEST TO RECOVERY

Keep each step connected.

A practical workflow for the provider delivering the service.

Configure. Operate. Support.

01 Configure: define the workload
Choose compute, storage, network and backup requirements through guided VM provisioning.

02 Operate: manage the running environment
Use supported lifecycle controls, consoles and performance views, with customer context close at hand.

03 Support: bring the service team in
Raise a linked ticket, review available restore points or open the configured disaster-recovery portal when action is needed.

EVERY PLAN INCLUDES

- The full Cinch platform
- Luca and Cinch AI tokens
- Support included
- Customer end users free

Cloud, in practice

Which infrastructure platforms does Cinch support?
Documented cloud capabilities cover VMware and XCP-ng virtual machines and Virtuozzo containers. Available actions vary by platform, configuration and user permissions.

Can customers restore backups directly from Cinch?
The backup area provides job status and restore-point visibility. Restores are handled through support. Zerto replication, tests and failover are managed in the configured Zerto portal.

What can I configure when creating a virtual machine?
The wizard covers operating system, region, CPU, memory, primary and additional disks, network and backup requirements including retention.

ONE PLATFORM · SIX CONNECTED MODULES

Desk	CRM	PSA	Workbooks	Cloud	Business Operations
Service delivery & devices	Sales & account growth	Projects, time & capacity	IT documentation & assets	Provisioning & operations	Shifts, effort & reporting

Cloud operations. Connected to your service business.

See how Cinch supports provisioning, infrastructure management and customer service in one platform.

Start Free →

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