

Mindfire Technologies delivers six services with one solution: **Acronis** Cyber Protect Cloud

Dubai-based MSP saves time, reduces costs and enhances efficiency with Acronis RMM and Advanced Backup.

BACKGROUND

[Mindfire Technologies LLC](#), a Dubai-based Managed Security Service Provider (MSSP), delivers comprehensive cybersecurity solutions to businesses across the Middle East. With a team of 100 professionals and Cyber Defense Centers strategically located across the region, Mindfire Technologies has established itself as a trusted advisor to midmarket and enterprise customers in the Middle East and Asia.

Mindfire Technologies closely understands the mechanics of organizational success and works with clients to address their IT business challenges. Their team provides world-class, end-to-end IT solutions that enable clients to achieve their business objectives. Mindfire Technologies' expertise spans cybersecurity, cloud and digital services, and transformation.

THE CHALLENGE

To protect clients, Mindfire Technologies used multiple products from different vendors. But with so many tools in motion, the company faced three primary challenges:

First, onboarding and training Mindfire Technologies' technicians on each new product grew time consuming and tedious. The company takes training seriously, but with each product having its own training portal, the team had to switch from one to another, which both complicated and prolonged the training and onboarding process.

Second, using multiple platforms complicated security management. Technicians needed to learn and use each solution's console. The steep learning curve

KEY CHALLENGES

- Complicated cybersecurity and data protection management.
- Costly multiple-point solutions.
- Time-consuming onboarding and training for multiple training portals.
- Strict UAE data compliance and sovereignty requirements.

KEY REQUIREMENTS

- Simplify cybersecurity management and consolidate vendors.
- Improve ease of training and onboarding.
- Protect diverse IT environments.

PROTECTED RESOURCES

- Nearly 3,000 workloads and 483TB of data.

KEY BENEFITS

- Saved time and reduced costs delivering six services with one solution.
- Closed technician skills gaps with one, easy-to-use training portal and Acronis Academy certifications.
- Boosted efficiency with natively integrated cybersecurity, data protection and endpoint management.
- Eliminated data compliance and sovereignty concerns by hosting data in the Acronis Abu Dhabi data center.

to use these solutions made it challenging to configure policies properly. Mindfire's team had to continuously adapt to new interface updates across all the solutions. These inefficiencies led to inconsistencies in service quality.

Lastly, Mindfire Technologies' clients faced stringent compliance and data sovereignty requirements. It was important that they stored backed-up data in the UAE.

Recognizing these setbacks, Mindfire Technologies knew that inefficiencies elevated the risk of human error, which posed cyber risk to their clients. A new solution that offered an umbrella of services was needed to streamline onboarding, training and management to grow the business.

THE SOLUTION

Mindfire Technologies' team discovered Acronis Cyber Protect Cloud in late 2019. The first advantage that stood out to Mindfire Technologies' Chief Technology Officer, Rejeesh Kumar, was Acronis' constant innovation and MSP-first product roadmap. Choosing a vendor with a clear direction of their product roadmap would help Mindfire Technologies forecast their service offering strategy.

"Acronis has a very clear roadmap," said Kumar, "and we can better plan our service offerings. As an MSP, we are selling a service program and not a tool. We need to be able to design our offerings and foresee activities like marketing campaigns. The solution can be monetized and orchestrated in such a way that adds value to clients."

The second advantage was that Acronis Cyber Protect Cloud with Acronis RMM, Advanced Backup, Advanced Disaster Recovery and Advanced Email Security unified data protection, cybersecurity and endpoint management in a single solution and user-friendly console. This enabled Mindfire Technologies to not only manage multiple protection measures in one place, including patch management, disaster recovery and cybersecurity, but also simplify training for technicians.

Additionally, all necessary training was available from Acronis Academy on the Acronis Partner Portal. Each technician could strengthen areas needing improvement to help deliver consistent service quality.

Considering these two advantages, Kumar and the Mindfire Technologies team decided Acronis Cyber Protect Cloud was the right solution.

THE RESULTS

Acronis Cyber Protect Cloud is scalable and helps Mindfire Technologies easily build protection for their clients. Plus, because their data is backed up in the Acronis Abu Dhabi data center (one of 50-plus Acronis data centers worldwide), their team has peace of mind that data is protected in alignment with UAE data sovereignty regulations. Mindfire Technologies has subsequently seen significant improvement in their top-line and bottom-line growth.



"Often, we are the first level of support that our clients receive, so we need to have our technicians trained on the Acronis solution. Clients obviously can't open support tickets with Acronis on their own; therefore, all these tickets are channeled through our MSP. We have good support experience, and our engineers are very aligned with the Acronis support team, so we can escalate issues and get things sorted out."

Rejeesh Kumar, CTO, Mindfire Technologies

Kumar noted that the company reduced management costs and time spent on training. Now, Mindfire Technology delivers six services with a single solution, Acronis Cyber Protect Cloud, which has significantly improved efficiency.