

Empowered IT Solutions Migrates from Carbonite to **Acronis** Cyber Cloud

San Diego-based managed security services provider improves operational efficiencies and plans to add new complementary services with Acronis



BACKGROUND

Empowered IT Solutions (Empowered IT) is a San Diego-based managed security services provider serving customers in the U.S. and Mexico. Founded in 2015, Empowered IT offers a range of IT services, including data backup and recovery, remote monitoring and management, hosting, cybersecurity services, and Health Insurance Portability and Accountability Act (HIPAA) consulting. The company had previously been working with Mozy for backup of desktops and small servers. It was familiar with Acronis because they had a five-year history of purchasing solid-state drives made by Crucial, which comes bundled with Acronis.

THE CHALLENGE: FINDING THE RIGHT SOLUTION

When Carbonite acquired Mozy, Empowered IT became very dissatisfied and began looking for alternative backup solutions. Carbonite forced Empowered IT to migrate to its product away from Mozy, but communication and support were non-existent. According to Joaquin Hernandez, President and Owner of Empowered IT, "Nobody from Carbonite contacted us to explain the process or offer support. There was no communication whatsoever on the forced migration."

The migration posed an immediate problem as Hernandez explains, "When we were defining the folders to back up, Carbonite's tool did not readily tell us how much data that included. It was beyond frustrating to be operating blind, and we ended up backing up way more than was needed and were getting overcharged." He continues, "Carbonite's tool was not user friendly,

KEY CHALLENGES

- Limited visibility into backup operations
- Dissatisfaction with support

KEY REQUIREMENTS

- Ease-of-use
- Administrative control and visibility into backup environments
- Channel-friendly model

PROTECTED RESOURCES

- 1 TB
- 20 desktops
- Seven servers

KEY BENEFITS

- Operational efficiency
- System reliability
- Expanded service portfolio



and it was rather unstable, generating lots of daily alerts. Ultimately we needed better visibility into what was being backed up and a better user experience.”

THE SOLUTION: ACRONIS CYBER CLOUD

With support for more than 20 virtual, physical, and cloud platforms, as well as a hybrid of on-premises and cloud backup capabilities, Empowered IT quickly determined that Acronis Cyber Cloud was its ideal solution. Cyber protection features, such as built-in AI-based anti-ransomware and cryptojacking-blocking technology, called Acronis Active Protection, made the decision even easier.

Another criterion critical to Empowered IT’s decision was the channel-friendly nature of the Acronis solution, which features strong management, provisioning, and billing functionalities. Through a single portal, Empowered IT can manage all of its clients. According to Hernandez, “We were already familiar with Acronis through Crucial, so they were a natural fit to consider. We were very excited when we saw its partnership program for MSPs. It was exactly what we were looking for.”

“With Acronis, we have gained operational efficiency because we now have better tools to manage our backups. The user interface is easy to understand, userfriendly, and gives us much more information compared to Carbonite.”

**Joaquin Hernandez,
President and Owner**

THE BENEFITS: OPERATIONAL EFFICIENCY AND EXPANDED SERVICES PORTFOLIO

It took Empowered IT about a month to migrate from Carbonite, and it currently protects about 1 TB of data across 20 desktops and seven servers. According to Hernandez, “With Acronis, we have gained operational efficiency because we now have better tools to manage our backups. The user interface is easy to understand, user-friendly, and gives us much more information

compared to Carbonite.” He continues, “The system is rock solid. If I need to perform a recovery, it works. If I need to do a bare-metal restore, it just works.” Empowered IT also benefits from enhanced security features like ransomware protection and HIPAA compliance, which adds more value to its clients.

Looking ahead, Empowered IT is evaluating an integration with AutoTask. The company also plans to take advantage of the other services available from Acronis Cyber Cloud. In particular, this year it will launch Acronis Cyber Disaster Recovery Cloud and Acronis Files Cloud, and it is evaluating Acronis Cyber Protect Cloud.

ABOUT ACRONIS

Acronis sets the standard for [cyber protection](#) through its innovative [backup](#), [anti-ransomware](#), [disaster recovery](#), [storage](#), and [enterprise file sync and share solutions](#). Enhanced by its award-winning [AI-based active protection technology](#), [blockchain-based data authentication](#), and unique [hybrid-cloud architecture](#), Acronis protects all data in any environment – including physical, virtual, cloud, mobile workloads, and applications – all at a low and predictable cost.

[Founded in Singapore in 2003](#) and incorporated in Switzerland in 2008, Acronis now has more than 1,500 employees in 33 locations in 18 countries. Its solutions are trusted by more than 5.5 million personal users and 500,000 businesses, including 100% of the Fortune 1000 companies. Acronis’ products are available through 50,000 partners and service providers in over 150 countries in more than 30 languages.