Acronis

ICS Software Reduces Costs by 50% After Migrating from SolarWinds

Medical software company also improves technical support efficiency with Acronis Cyber Protect Cloud

INTRO

ICS Software is a software company that offers electronic health records and practice management applications for small to medium size podiatrists' offices. Founded in 1986, the company serves over 8,000 providers using one or more of its solutions. ICS Software hosts and runs a HIPPA-compliant server for its clients that use its electronic medical records (EMR) software. Backup is an integrated part of the overall solution and a feature fundamentally required for compliance.

THE CHALLENGE: FINDING THE RIGHT SOLUTION

ICS Software previously used SolarWinds, but there was an operational problem. Mike Dolan, IT Manager, explains, "As a medical software vendor, we need way to provide HIPPA-compliant backup services for the servers which we host for clients who use our EMR software. SolarWinds was not capable of providing a method for lower-level support staff to restore backups quickly. We needed a way for those staff members to log in and simply download backups." Therefore, the company began evaluating other vendors.

KEY CHALLENGES

- Not all technical staff could restore files
- Overpaying with current vendor

KEY REQUIREMENTS

- Enable lower-level tech support to restore files
- Ease-of-use
- Improve total cost of ownership (TCO)

PROTECTED RESOURCES

- 480 servers
- 30 TB

KEY BENEFITS

- Reduced operating costs by 50%
- All techs can restore files via Web Recovery Console
- Customizable reports

THE SOLUTION: ACRONIS CYBER PROTECT CLOUD

According to Dolan, "Acronis hit the mark on configuration, scalability, price, and features." Through a single portal and the Acronis Web Recovery Console, all of the ICS Software support staff can easily manage client backups, recover individual files, application data, or entire machines. Furthermore, Acronis Cyber Protect Cloud provides flexibility for the company to restore its customers to the original or completely new destinations while managing data from a centralized location.

With support for more than 20 virtual, physical, and cloud platforms, a hybrid of on-premises and cloud backup capabilities, and built-in AI-based anti-ransomware and anti-cryptojacking technology, ICS Software determined that Acronis Cyber Protect Cloud was its ideal solution.

THE BENEFITS: REDUCED COSTS BY 50% WHILE IMPROVING OPERATIONAL SUPPORT

It took ICS Software approximately six months to completely move its customer accounts from SolarWinds, and now protects roughly 480 servers and 30 TB of data with Acronis Cyber Protect Cloud. Minimal staff training was required and the company has written its own documentation based on the features it uses within its EMR software in order to support its customer configurations.

According to Dolan, the benefits have been threefold. First, ICS Software has seen tremendous savings by cutting its costs in half. Second, the Web Recovery Console provides the technical and operational solution the company was looking for by granting access to backups to all of its support teams. Third,

Acronis' customizable reports allow ICS Software to schedule and send the right information to the right teams at the right time.

Dolan summarizes the benefits as follows, "By switching to Acronis Cyber Protect Cloud, we were able to provide reliable backup service to our clients, deliver core functionality to our support teams, as well as slashing our operating costs in half."

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>
> **Mike Dolan,**
> **IT Manager**

ABOUT ACRONIS

Acronis unifies data protection and cybersecurity to deliver integrated, automated cyber protection that solves the safety, accessibility, privacy, authenticity, and security (SAPAS) challenges of the modern digital world. With flexible deployment models that fit the demands of service providers and IT professionals, Acronis provides superior cyber protection for data, applications, and systems with innovative next-generation antivirus, backup, disaster recovery, and endpoint protection management solutions. With award-winning AI-based antimalware and blockchain-based data authentication technologies, Acronis protects any environment – from cloud to hybrid to on-premises – 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 home users and 500,000 companies, including 100% of the Fortune 1000, and top-tier professional sports teams. Acronis products are available through 50,000 partners and service providers in over 150 countries in more than 40 languages.

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