CASE STUDY

IT&T strengthens security services in health care with **Acronis** MDR and EDR / XDR

IT&T delivers always-on cybersecurity with Acronis MDR, EDR / XDR, and SAT.

Founded in 1995 and based in Australia's Illawarra region, IT&T supports SMBs with a strong focus on health care GP clinics, specialists and allied health. After repeated backup vendor instability, the team sought a stable, global partner and a unified security platform to scale managed services.

THE SOLUTION

IT&T adopted Acronis Cyber Protect Cloud to consolidate security and data protection. The company launched 24 / 7 / 365 Managed Detection and Response (MDR) backed by the Acronis SOC, and Acronis EDR / XDR. Additionally, IT&T uses Acronis Security Awareness Training (SAT) for its engaging videos, customizable phishing simulations and local Australian content.

THE IMPACT

- IT&T now offers around-the-clock security oversight supported by monthly SOC reporting and strong telemetry.
- Acronis integrated cybersecurity aligns with health care client needs, fitting GP workflows and enabling cost-sensitive security improvements.
- IT&T is expanding growth beyond Illawarra with plans to upgrade security for existing healthcare clients.
- 200+ seats of Acronis SAT deployed with more in the pipeline.

KEY CHALLENGES:

- Vendor instability: IT&T changed backup partners several times over the years, causing disruption.
- Operational burden with multitenant security: Managing hundreds of tenants and thousands of endpoints with existing stacks was resource intensive.
- Evolving client expectations: SMBs now expect comprehensive, always-on security beyond legacy antivirus and firewalls.

IT&T
The better solution

"We were able to offer something that IT&T hadn't been able to offer in the past — which is a 24-hour, seven-days-a-week, 365-days-a-year oversight of that tenant … We're seeing notifications, great telemetry and monthly reporting our customer can present to their board."

– **Brian Hood, General Manager, IT&T**

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