Whitehats finds its perfect cyber protection solution **Acronis** Cyber Cloud

Dubai-based managed IT service and solutions provider was able to confidently protect data for customers of all sizes with Acronis

BACKGROUND

Whitehats LCC, a member of Pharaon Group of Companies, is one of the UAE`s fastest-growing IT service providers in the Middle East. The company offers a wide range of IT services to enterprises of all sizes. Founded in 2007 and based in Dubai, Whitehats has over a thousand satisfied clients in its portfolio with a primary focus in education, financial services, manufacturing, and hospitality verticals. The company provides services such as network and server (VMware, HyperV, and Linux) implementation and management, cloud and backup solutions, SaaS (Microsoft 365 and G Suite), web design and development, and security solutions.

THE CHALLENGE: FINDING THE RIGHT SOLUTION

As a prominent IT consultant, clients trust Whitehats with their data, and the company needed to find a solution to keep this data backed up and secure. It also provided Whitehats with an opportunity to offer a monthly recurring managed service. According to Rizwan Sabir, General Manager, "We were looking for a vendor we could trust with a robust but cost-effective solution that was easy to deploy and manage, supported multiple platforms, and was highly reliable and secure." Whitehats evaluated many vendors, including Veritas Backup Exec, Veeam, EaseUS, Arcserve, and Acronis.

KEY CHALLENGES

- Find a cost-effective but robust backup solution
- Support a diverse set of platforms

KEY REQUIREMENTS

- Easy to use and manage
- Reliable and secure

PROTECTED RESOURCES

- 10 TB
- 24 Servers
- 13 Virtual machines

KEY BENEFITS

- Cyber protection features like antiransomware
- Integrated backup and disaster recovery
- Excellent RTO/RPO

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, Whitehats quickly determined that Acronis Cyber Cloud was their 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 Whitehats' decision was the channel-friendly nature of the Acronis solution, which features strong management, provisioning, and billing functionalities. Through a single, centralized management console, Whitehats is able to manage all of their clients' backups and can recover individual files, application data, or entire virtual platforms. Furthermore, Acronis Cyber Cloud provides the flexibility for the company to restore data to the original or completely new destinations.

THE BENEFITS: CYBER PROTECTION AND EXPANDED SERVICES PORTFOLIO

According to Sabir, "Of all of the vendors we evaluated, Acronis was the only solution that provided all of the features we were looking for, including an amazing centralized service provider console, which makes it easy to manage our customers." He continues, "Because of the pay-as-you-go model, it was profitable as soon as we started selling it."

Another primary benefit that Whitehats has realized from working with Acronis is the cyber protection

available through Acronis Active Protection. Sabir notes, "During 2019, four of our customers were hit with ransomware, and Acronis was able to safeguard all of their data."

Whitehats has been so pleased with Acronis that it expanded the services being used within the Acronis Cyber Cloud platform beyond backup to include disaster recovery and file sync and share services. Sabir explains, "Restoring data with Acronis — whether to the cloud or on-premises — is easy and secure. The RTOs and RPOs we can offer our clients are just amazing."

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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.

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