

ICTEN saves 50% on security management overhead by switching from Kaspersky to **Acronis EDR**

Driving cybersecurity transformation in the Philippines: ICTEN uses Acronis Cyber Protect Cloud across 90% of clients

ICTEN, a Philippines-based IT managed service provider, serves a range of industries, including public sector, financial and educational institutions. Traditionally focused on backup and IT support, ICTEN recognized the need for security threats increased and client needs changed. But the previous EDR solution with Kaspersky caused alert fatigue and tool sprawl challenges. ICTEN needed a new EDR solution to transform cyber protection services from backup to comprehensive cybersecurity — aiming to become the country's top managed security provider.

THE SOLUTION

ICTEN partnered with Acronis, deploying Acronis Cyber Protect Cloud and EDR to address rising security concerns and support clients with hybrid environments.

THE IMPACT

- Acronis Cyber Protect Cloud secures 90% of ICTEN's client base.
- 50% cost savings on security management overhead compared to the previous EDR tool.
- 10%-20% revenue growth across EDR clients and 40% improvement in profit margins for Backup clients.
- Expert Acronis support fuels ICTEN's expansion in the Philippines' cybersecurity market.

KEY CHALLENGES

- Alert fatigue and tool sprawl challenges with the previous EDR solution.
- Security management was time consuming and required multiple skilled technicians.
- Technicians needed to learn multiple solutions and consoles.

KEY REQUIREMENTS

- Effective EDR and integrated cybersecurity tools.
- Trusted solutions that address local market hesitancy toward cloud.
- Strong vendor partnership and support.



“We want to thank Acronis for partnering with us in the Philippines. Our goal is to expand with Acronis' reach and strengthen EDR security here by 2026. We look forward to working together to overcome territory challenges and grow the cybersecurity market.”

– Jhon Te (J.T.), CEO of ICTEN