Cloudtech SAS switches to **Acronis** Cyber Protect Cloud from Arcserve to better support its customers

Colombian service provider improves RPO by 50% while offering customers a self-service portal and better protection against ransomware.

BACKGROUND

Cloudtech SAS (Cloudtech) is a Colombian systems integrator and managed services provider. The company specializes in the implementation and support of infrastructure services and cloud solutions, and its primary audience is small and medium-sized companies. Cloudtech currently has 319 customers and offers a wide range of services, such as web and VPS hosting, cloud hosting, managed support, monitoring, software and hardware sales, and backup and contingency planning. All services offered are supported in Spanish and English.

THE CHALLENGE

Cloudtech was previously using Arcserve for its backup solution, but was unsatisfied because of three major issues. The biggest of these was a lack of self-management for its end customers — a critical feature from Cloudtech's perspective. Operationally, recovery was taking too long, and Arcserve's solution didn't support Microsoft 365 mailboxes. From a security standpoint, Cloudtech wanted a backup solution that would be more effective against ransomware attacks. All of these challenges combined caused the company to start looking for a new vendor.

THE SOLUTION — ACRONIS CYBER PROTECT CLOUD

Cloudtech evaluated Veeam, but ultimately determined that Acronis Cyber Protect Cloud — with its support for more than 20 virtual, physical, and cloud platforms, as well as hybrid backup and recovery capabilities — was

KEY CHALLENGES

- Customers did not have a self-service portal
- Recovery processes took too long
- Ransomware was a growing concern

KEY REQUIREMENTS

- Channel-friendly customer portal
- Faster recovery times
- Protection against ransomware

PROTECTED RESOURCES

- 100 virtual machines
- 6,000 Microsoft Office seats
- Over 20 TB of data

KEY BENEFITS

- Profitable in under 4 months
- Recovery processes improved by 50%
- Customers able to control their backups without opening support tickets

their ideal solution. Built for service providers from the ground up, Acronis Cyber Protect Cloud is a channel-friendly solution that features strong management, provisioning, and billing functions. Through a single, centralized management console, Cloudtech is able to manage all of their backups and can recover individual files, application data, Microsoft 365 mailboxes, or entire virtual platforms.

Furthermore, Acronis Cyber Protect Cloud provides the flexibility that lets Cloudtech restore their customers to similar or dissimilar hardware while managing data from a centralized location. The built-in AI-based anti-ransomware and anti-cryptojacking technology found in Acronis Active Protection — among other considerations — made the decision even easier.

THE BENEFITS — IMPROVEMENTS IN CUSTOMER SATISFACTION, OPERATIONAL EFFICIENCY, AND CYBERSECURITY

Acronis Cyber Protect Cloud addressed all the challenges Cloudtech was facing with its previous solution. Acronis was rolled out in one week and now protects 100 virtual machines, 6,000 Microsoft 365 seats, and 20 TB of data.

According to Cloudtech Solutions Director Jhon Salazar, "Our customers now have a portal and can administer their backup copies and manage their data consumption." Furthermore, he notes, "We were able to significantly improve our RTO and RPO. The recovery process to a new virtual machine was optimized by 50%, allowing us to offer server recovery in a matter of minutes."

Salazar continues, "The switch to Acronis was profitable in under four months. Additionally, we have greatly improved our cyber protection posture with the anti-ransomware features found in Acronis Active Protection. This was simply something Arcserve did not have … We plan on building aggressive campaigns to promote Acronis Cyber Protect Cloud next year, and we are looking at expanding the services we receive from Acronis."

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>
> **Jhon Salazar, Solutions Director**

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.