

On the cutting edge with **Acronis SaaS**

computech relies on the usability of Acronis solutions

Background

computech from Oberhausen has been working for over 25 years as an IT system house with a focus on holistic B2B solutions for small to medium-sized companies. They offer cloud services such as Microsoft 365, cloud backup and managed services as well as competent support for all topics related to IT and data security. Computech sees itself as a cloud-first system house and therefore focuses on strong, scalable and flexible cloud solutions in its portfolio.

The challenge

In 2019, computech was looking for a partner for backup and cyber protection solutions and the first and foremost task was to switch to a strong and centralised backup solution. Originally, emergency hardware systems were kept on hand, which computech provided to its customers when needed. This was very costly and made it difficult to validate backups.

The complexity of the previous provider's application and critical downtimes needed to be reduced to a minimum, as were the critical downtimes. In addition, the cloud services should all interlock and have interfaces. For example, computech sells a document management system based on Microsoft SharePoint. If all company-relevant documents are stored and archived in the Microsoft Cloud, a suitable cloud backup is all the more important.

KEY CHALLENGES

- Establishment of an alternative backup and cyber protect solution
- Replacement for emergency hardware systems

KEY REQUIREMENTS

- Speed
- Usability
- Scalability

KEY BENEFITS

- Extension of services
- Full system support even in case of emergency

“Ease of use, reliability and scalability — these points are particularly important to us and we get them with Acronis. It gives us a calmer sleep, because we know it’s up and running!”

Tobias Linden, Managing Director, Marketing, computech GmbH

The solution

computech started with Acronis backup and disaster recovery solutions for classic on-premises server systems to backup and restore virtual machines (Microsoft Hyper-V). With an increasing adaptation rate and expansion of the cloud business, computech now predominantly backs up workloads in the cloud. The deployment of Acronis Cyber Protect Backup and Disaster Recovery is for small and medium-sized businesses with up to 250 employees.

All computech's server clients — whether on premises or cloud — now opt for Acronis Disaster Recovery. Granular restores and validations are possible with it and the relevant data is included without having to check each backup individually. Intuitive operation and clarity for IT administrators make backups very easy to set up, configure and check.

“The application corresponds to a SaaS application as expected in 2023 — also in terms of user interface and user experience.”

Tobias Linden, Managing Director, Marketing, computech GmbH



The benefits

The implementation of the Acronis Cyber Protect Cloud solution went quickly for computech. After just one month, everything was moved — but not noticeably for their clients. In addition, the low training effort brought the advantage that more clients can now be managed with fewer tools.

The disaster recovery had to be tested in an emergency — with success. Critical downtime was reduced to a minimum and computech's clients could continue their work almost seamlessly.

Acronis Cyber Protect Cloud has also enabled computech to tap into new client segments by simply extending the platform for Microsoft 365 backups. With the increased adoption and use of Microsoft cloud storage by its clientele, this data is also always protected and can be restored on a granular basis.

For computech, the Acronis backup is always part of the managed services package, because only in this way, in conjunction with other protection mechanisms (such as unified security solutions and patch management), can a fully comprehensive system support be guaranteed — even in an emergency. 95 percent of computech's customers currently use services from Acronis.

About computech

computech from Oberhausen is a family-run IT system house with a focus on holistic B2B solutions for small

to medium-sized companies. Through personal commitment, as well as a strategic approach, they are able to offer innovative and contemporary solutions and products that go far beyond the classic hardware and software provisioning and installation. Cloud services such as Microsoft 365, cloud backup and managed services are just as much in focus as the topics of IT security and data security. computech sees itself as a partner for holistic IT solutions.

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 powered by AI.

Founded in Singapore and headquartered in Switzerland, Acronis now has more than 2,000 employees and offices in 34 locations worldwide. Its solutions are trusted by more than 5.5 million home users and 500,000 companies, and top-tier professional sports teams. Acronis products are available through over 50,000 partners and service providers in over 150 countries and 26 languages.