

Techsol Group chooses Acronis RMM over TrendMicro and increases clients without adding technicians

Montreal-based MSP sees significant time savings with “more reliable, much faster” remote monitoring, patch management and EDR / XDR.

Techsol Group relied on TrendMicro for their clients' patch management needs. However, the solution offered limited support and lacked integration with backup and other cybersecurity tools, which hindered operational efficiency.

Deploying and managing independent tools for patching, vulnerability assessment, remote monitoring, EDR, XDR, backup and email security was time consuming. Simplifying security management was critical to business growth and eliminating solution sprawl.

THE SOLUTION

Techsol Group uses Acronis Cyber Protect Cloud with RMM and EDR / XDR.

THE IMPACT

- Increased client growth (three to four more clients per year) without hiring more technicians.
- Saved time in solution deployment and security management.
- Blocked 99% of spam emails and quarantined suspicious activity.
- Minimized alert fatigue, freeing up technicians to focus on other tasks.

KEY CHALLENGES:

- Lack of integration between security and backup tools.
- Time-consuming management and deployment.
- Limited support from TrendMicro.

KEY REQUIREMENTS:

- Centralized protection across patching, vulnerability assessment, remote monitoring, EDR / XDR and backup.
- Faster, more reliable incident response.
- Easy-to-use console that gives visibility into diverse client IT environments.



“I’m monitoring everything for our clients with Acronis Cyber Protect Cloud. It’s blocking a lot of things — like software — that are not trusted. The solution automatically tackles a lot of tasks. I never have a problem or incident with Acronis EDR. It’s not only faster to detect incidents, but it’s also more reliable.”

Elias Homsy, IT Consultant of Techsol Group

