

# EXEO Grows Number of Clients by 50% Year-Over-Year Since Joining the **Acronis** Partner Program

Middle Eastern MSP consolidates multiple backup solutions with Acronis Cyber Backup Cloud while benefiting from multi-tenant architecture and a single management portal

## BACKGROUND

EXEO is a managed services provider focused on helping customers in the Middle East, Africa, and Europe migrate and adopt cloud solutions to enhance their productivity and be competitive. Founded in 2012, EXEO manages all relevant technology infrastructure for its clients in fully managed, co-managed, or outsourced models. The company has a headcount of 25, and they support thousands of end users across the globe.

## THE CHALLENGE:

Historically, EXEO was juggling multiple backup software solutions including Backup Exec, Windows Server Backup, Robocopy, and Cobian Backup. Given the multiple technologies that were in production, it is not surprising that EXEO started running into some challenges around the monitoring and management of its various backup systems. As the operational inefficiencies increased, the company determined it needed to consolidate to a single vendor with a reliable cloud option and secure, multi-tenant capabilities.

According to the CEO, Marc Nader, "We were looking for a reliable backup-as-a-service solution with a solid cloud option and secure multi-tenant management capabilities in order to address the demands of multiple customers." Additionally, Nader continued, "We had a very specific requirement to be able to manage and monitor our backup systems from a single pane of glass." As such, the company began a search for the right backup partner.

## KEY CHALLENGES

- Multiple, disconnected backup solutions deployed
- Inefficient monitoring and management capabilities
- Too reactionary to incidents and not proactive enough

## KEY REQUIREMENTS

- Monitor and manage its backup solutions through a single management portal
- Multi-tenant architecture to provide a backup-as-a-service solution
- Integration with its professional service automation system

## PROTECTED RESOURCES

- Hundreds of computing nodes
- 17 TB Cloud Storage
- 40 TB Local Storage

## KEY BENEFITS

- Multi-tenant architecture
- Single, unified portal for monitoring and management
- Security clearing before backup
- New customer acquisition

## THE SOLUTION: ACRONIS CYBER BACKUP CLOUD

With support for virtual, physical, and cloud platforms, and hybrid cloud backup capabilities, EXEO determined that Acronis Cyber Backup Cloud was an ideal solution to build its backup-as-a-service and wrap it with its own 24/7 backup monitoring and validation service. Additional considerations like the built-in AI-based antiransomware and anticryptojacking technology found in Acronis Active Protection made the decision even easier. With Acronis Cyber Backup Cloud, EXEO can now manage all of their clients, enabling them to recover individual files, application data, their G Suite and Microsoft 365 mailboxes, or entire virtual platforms. Furthermore, Acronis Cyber Backup Cloud provides flexibility so the company can restore its customers to similar or dissimilar hardware while managing data from a centralized location.

## THE BENEFITS: PROACTIVE PROTECTION, ENHANCED REACTION TIME, CUSTOMER GROWTH

Acronis provided the necessary training for the entire EXEO managed service team to get certified and be able to migrate and support its clients' backup environments. Furthermore, Acronis Cyber Backup Cloud is fully integrated into EXEO's professional service automation system via the APIs found in the Acronis Cyber Cloud platform. This helps EXEO streamline operations and be proactive when it comes to incident detection and response.

With Acronis in place, EXEO is now protecting hundreds computing nodes for dozens of clients. In total, 17 TB of cloud storage and more than 40 TB of local storage are being protected. According to Marc Nader, "EXEO is benefiting from the ability to control all the backup systems from a single place without a complicated

remote access setup for each client. This has helped us develop a proactive data protection monitoring service, hence minimizing the failed restores. It also greatly enhanced our reaction time."

Nader continues, "By adopting Acronis Cyber Backup Cloud, we achieved the objectives we were looking for in our managed service practice: bulletproof reliability and the ability to scale to a large number of customers without a compromise on security or quality of service." Moreover, since EXEO started with the Acronis partner program, it has seen a 50% year-over-year increase in the number of clients.

In the future, EXEO plans on launching additional Acronis solutions including Acronis Cyber Files Cloud and Acronis Cyber Infrastructure.

## 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 authentication](#), and a 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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**Marc Nader,  
CEO**