

The Acronis logo is positioned in the upper right corner of the page. Below it, a large, abstract graphic features several 3D blue cubes of varying sizes and orientations. These cubes are interconnected by a network of glowing, multi-colored lines (purple, blue, and white) that suggest data flow or a complex system architecture. The background is a dark blue gradient.

Lithium Systems replaces Microsoft Defender for Office 365 with **Acronis** Advanced Email Security

Scotland-based IT service provider protects 1,200-plus endpoints and reduces client onboarding time to less than one hour with Acronis.

Background

Lithium Systems is a managed service provider with over 20 years of experience serving small and medium-sized enterprise markets, primarily in Scotland and across the U.K. Lithium offers a robust range of IT services and support, including application, hardware, network, broadband and telecom. With most of Lithium's services offered remotely, the team helps businesses solve security-related issues throughout Scotland, and this extended reach has enabled Lithium to serve more clients without having to travel on-site, to take on more accounts and grow the business.

Challenges

Lithium's team was responsible for managing backup for their growing client base. With clients using siloed backup solutions, it became burdensome on Lithium engineers to manage multiple tools. Lithium clients used a different backup tool to protect each IT environment, including on-premises servers and workstations, cloud servers, Microsoft Azure and Microsoft Office 365. Juggling various backup tools presented challenges that made it not only difficult for the Lithium team to manage data protection, but also to stay up to date on products and services across the board.

KEY CHALLENGES

- Their previous email security solution was difficult to use and configure.
- Possible misconfigurations elevated client cyber risk.
- QR code phishing emails evaded the previous solution and led to spikes in ticket volume for Lithium engineers.
- Multiple siloed backup solutions made it challenging to manage email security.

KEY REQUIREMENTS

- Reliable email security and backup.
- Swift and easy setup, deployment and configuration.

PROTECTED RESOURCES

- 1,200 endpoint devices.

KEY BENEFITS

- Reduced client onboarding time to less than one hour.
- Simplified management for Lithium engineers with easy-to-use UI.
- Enhanced cost savings after switching to Acronis.

Additionally, Lithium used Microsoft Defender for email protection. New features and settings were constantly added and rearranged in the portal, which made configuration complicated. The team recognized that complexity greatly increased the likelihood of misconfiguration and could potentially expose clients to cyberthreats.

The most glaring issue with Microsoft Defender was that Lithium technicians observed malicious emails bypassing the solution and reaching client inboxes. According to George Aitkenhead, CTO, Lithium, “We saw examples of nefarious stuff being delivered to client mailboxes. We were not happy and the obvious one that jumped out at us was QR code phishing. We were seeing clients raising tickets with us, and they received emails with embedded QR code images that were not getting caught.”

Recognizing the criticality and need for enhanced data and email protection across diverse IT environments, George and the team decided to seek a new solution. From a data protection perspective, it was important for Lithium’s team to consolidate backup on a single platform and integrated console. The team also needed confidence that email, cloud and collaboration app environments were reliably protected.

Solution

Lithium discovered Acronis Cyber Protect Cloud by contacting an Acronis partner success manager and attending an Acronis event where the Lithium team participated in solution demos. After investigating and evaluating the solution, George and his team determined Acronis Cyber Protect Cloud with Advanced Email Security was the ideal solution. It enabled Lithium to consolidate their technology stack by integrating



backup, cybersecurity and endpoint management in a single console — and has empowered their engineers to manage backup and email security in the same console.

This was critical to streamlining backup management across Lithium’s client base and ensuring proper email security configuration to reduce client cyber risk.

Powered by Perception Point, Acronis Advanced Email Security delivers seven layers of protection to secure Lithium’s client email and collaboration app environments against advanced threats. The multilayered protection includes anti-evasion, anti-phishing, anti-spoofing and anti-spam, threat intelligence, static detection and next-generation dynamic detection capabilities. Acronis Advanced Email Security dynamically scans 100% of URLs, content and files to detect advanced persistent threats (APTs), zero days, phishing and complex malware.

The result

Lithium is pleased with how easy it is to onboard clients and deploy and configure the solution, and this has accelerated their business growth. George also received resoundingly positive feedback from Lithium’s engineers. With Acronis, Lithium reduced deployment, setup and

onboarding time to less than an hour. “The things that we like most were that the solution is fast and easy to deploy and the setup and configuration is straightforward —

even for relatively inexperienced technicians,” George said. “As far as onboarding a client and getting them up and running, it is super quick from start to finish. We have created uncomplicated documentation that the guys (Lithium engineers) follow, and as they have all completed their Acronis training and certifications, they are able to onboard clients very quickly and securely.”

George and the team also enjoy that backup and email security within Acronis Cyber Protect Cloud are all in one portal. Once the Lithium team got acquainted and familiarized with the console for

performing backups and restoring data, it was simple for them to become adept at provisioning and configuring email security. The team has reported fewer false positives and instances of misclassification.

Since switching from Microsoft Defender to Acronis, Lithium has achieved cost savings due to two primary advantages: streamlining email-threat incident workflow and enabling junior technicians to resolve email security-related tickets. The solution’s ease of use eliminated

“From my point of view, fast onboarding is really good because going from unprotected to protected can be done in a matter of hours or probably even less than an hour.”

**George Aitkenhead, CTO,
Lithium Systems**



Lithium's need to hire additional specialized talent and empowered junior team members to take on email security tickets, freeing up senior technicians to handle critical tickets. "We're able to effectively get any one of our technicians to investigate email issues and quickly get information that they need to make a call on whether they need to be investigated further or escalated," said George.

About Acronis

Acronis is a global cyber protection company that provides natively integrated cybersecurity, data protection, and endpoint management for managed service providers (MSPs), small and medium-sized businesses (SMBs), and enterprise IT departments. Acronis solutions are highly efficient and designed to identify, prevent, detect, respond, remediate and recover from modern cyberthreats with minimal downtime, ensuring data integrity and business continuity. Acronis offers the most comprehensive security solution on the market for MSPs with its unique ability to meet the needs of diverse and distributed IT environments.

A Swiss company founded in Singapore in 2003, Acronis has 45 locations across the globe. Acronis Cyber Protect Cloud is available in 26 languages in 150 countries and is used by over 20,000 service providers to protect over 750,000 businesses. Learn more at www.acronis.com.

