Intratech Net secures ONG&ONG with **Acronis** Cyber Protect Cloud to enhance protection and productivity

Singapore-based MSP switches from Veritas and Arcserve to make Acronis Advanced Backup its core data protection solution.

INTRODUCTION

Based in Singapore, Intratech Net Pte Ltd is a solutions and managed service provider in the arena of system integrations and network services. Intratech Net offers a wide range of services and solutions, including IT consulting, IT support outsourcing, network security, database management, systems integration, applications and web development and CCTV- and IP-based video surveillance. Leveraging over 30 years of IT experience, Intratech Net helps businesses of all sizes across Singapore and Penang.

To ensure that the business remains at the forefront of technology and gains a competitive edge, Intratech Net's team continuously seeks innovative products and services to stay ahead of the curve in emerging markets.

Intratech Net is a valued partner of Acronis that provides data protection, cybersecurity and endpoint management solutions and services to ONG&ONG, a thought leader for the architecture, engineering and construction (AEC) industry. With offices throughout East and Southeast Asia, the firm is a holistic, 360-solution consultancy that specializes in infrastructure and commercial and high-density living.

KEY CHALLENGES

- Cloud migration complexities as ONG&ONG moved on-premises data to the cloud, including Microsoft 365.
- Challenges protecting data with Veritas and Arcserve backup products.
- Limitations with the AnyDesk remote desktop application caused client dissatisfaction.
- Manual patching was time consuming and required on-site attention.
- Mounting data protection requirements for AEC services sector and PDPA.

KEY REQUIREMENTS

- Robust, easy-to-use data protection solution.
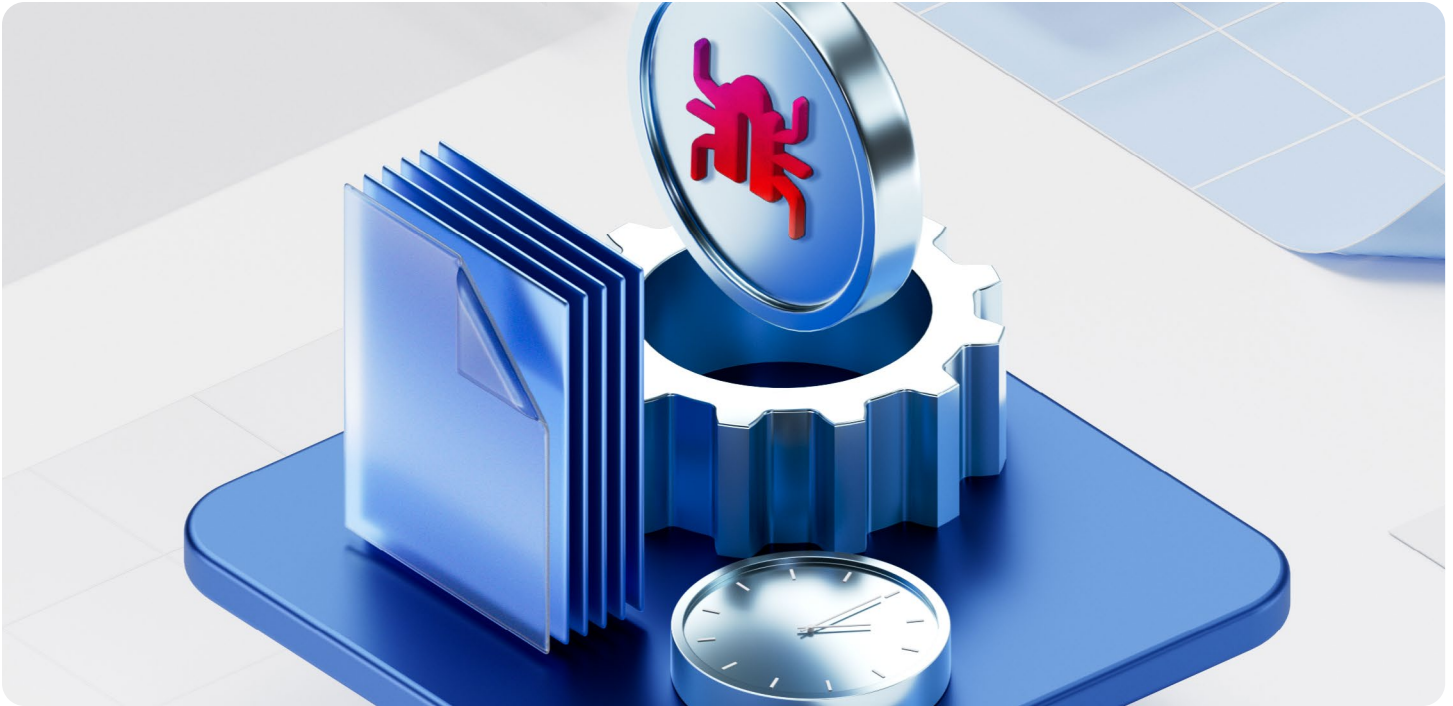- Compliance with regional and industry regulations.

PROTECTED RESOURCES

- 1,000 workloads, 600 Microsoft Backup users, 20TB of data and multiple servers.

KEY BENEFITS

- Simplified backup management with one solution.
- Eliminated on-site visits and improved both MSP and end-user client efficiency.
- Saved time and resources with automated patch management and remote desktop monitoring.

THE CHALLENGE

Singapore's fast-paced and prolific economy handles a large amount of data. To protect it, businesses must comply with strict requirements under the Personal Data Protection Act (PDPA).

According to Rohn Tan, Director of Intratech Net, "If anyone is caught leaking personal data into the commercial sector without stakeholder permission, they are liable under the law." Mr. Tan adds, "For companies who are dealing with front-end consumers, the consequences are even worse. So, there's a lot of things that people don't understand. As time goes on, more fines and penalties are being issued."

Singaporean companies also face industry-specific requirements. For instance, AEC businesses face specific rules and policies for safeguarding data. ONG&ONG is subject to these requirements, and like many other Singaporean businesses, must comply with PDPA. Finding a robust backup solution was pivotal to help meet increasingly stringent expectations.

Additionally, ONG&ONG faced limitations with its remote desktop application, AnyDesk, and sought a new remote desktop tool. Their team needed a remote desktop

solution that securely connected to end-user systems without interrupting employee productivity.

ONG&ONG performed manual patching that Mr. Tan describes as "quite painful." The process of applying manual patches to over 700 workloads was time consuming and even after completion, ONG&ONG couldn't be confident that all patches were successfully applied. The company reached out to Intratech Net to find new backup, patch management and remote monitoring solutions.

For Intratech Net, it was not only critical to help ONG&ONG protect their data and improve IT efficiency, but also to build a competitive offering for their client base. Intratech Net experienced an uptick in client dissatisfaction due to their current Veritas and Arcserve backup solutions, which lacked some capabilities their clients wanted.

THE SOLUTION

The value of natively integrated cybersecurity, backup and endpoint management with Acronis Cyber Protect Cloud caught the attention of Intratech Net's team. Although a Swiss company, Acronis has longstanding history in Singapore, including former international headquarters in Suntec Tower 3 and Founder Serg Bell's roots in the Lion City. This stood out to Mr. Tan and his

> "It (Acronis Cyber Protect Cloud) was a totally new package and solution offering. And it was quite impressive, especially the SaaS and server backup. It could deliver much more value to clients."
>
> **Rohn Tan, Director of Intratech Net**

team. Moreover, Acronis has over 50 global data centers, including in Singapore, Indonesia and Malaysia. Intratech Net's team determined that Acronis Cyber Protect Cloud was the perfect fit — most notably for its ease of use.

Intratech Net uses Acronis Cyber Protect Cloud with Advanced Backup and Acronis RMM to secure ONG&ONG's data, Microsoft 365 data and IT environments. Features such as immutable backups, data encryption and continuous data protection play an instrumental role in helping ONG&ONG adhere to national and industry-specific regulations.

Built for MSPs, Acronis Cyber Protect Cloud consolidates standard backup, Microsoft 365 backup, remote desktop monitoring and automated patch management in a single, user-friendly console.

THE RESULTS

Intratech Net uses Acronis Advanced Backup as its core data protection solution for standard and Microsoft 365 backups. A handful of Intratech Net clients still use Veritas and Arcserve backup tools, but Mr. Tan attributes this segment to the traditional Singaporean companies that prefer physical backups with legacy tools. However, this segment is shrinking. "Most of our clients are on Acronis," says Mr. Tan. "As much as we can, we try to convert them."

With Acronis Automated Patch Management, ONG&ONG eliminated the need for manual patching, which previously required on-site attention. ONG&ONG's in-house IT and Intratech Net teams can better maximize their efforts by tackling more pressing matters.

Additionally, Intratech Net empowers ONG&ONG's workplace productivity with Acronis Remote Desktop and Assistance. ONG&ONG employees can work uninterrupted while their workloads are accessed by in-house IT and Intratech Net. This has also enabled ONG&ONG to identify their top performers and optimize productivity across teams.

> "They (ONG&ONG) see the value right now using Acronis Automated Patch Management. And yes, they save a lot of time. IT can now breathe better than before. The reports are out, and they can see how many patches were applied, are in progress or need to be applied."
>
> **Rohn Tan, Director of Intratech Net**

On the topic of satisfying PDPA and AEC requirements, Mr. Tan leads thoughtful discussions around cybersecurity awareness, education and training for ONG&ONG employees and other Singaporean businesses. Acronis Cyber Protect Cloud has helped serve as platform to start these conversations and help clients map protection measures to PDPA.

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