

Incopyme triples clients served per workday with **Acronis RMM**

Madrid-based service provider eliminates on-site visits and saves 2.5 hours per day by carrying out 70% of IT tasks remotely with Acronis.

Background

Incopyme is a managed services provider that specializes in computer repair, maintenance and support for businesses across Madrid, Spain. With 15 years of managed services experience, Incopyme serves over 300 clients spanning various sectors. They offer a range of security services including antivirus, backup, backup for Microsoft 365, email security and firewall and information security. The team's mission is to advise and help companies incorporate, adapt and leverage new technologies to enhance their clients' businesses. Incopyme delivers top-tier services that take advantage of the latest innovations and developments on the market and their team dedicates its entire focus to the needs of clients.

Challenges

Incopyme previously made on-site visits to clients to patch client workstations. In an average eight-hour workday, technicians typically needed approximately 2.5 hours to travel to a client's location and perform manual patching. This meant that the patch management process consumed nearly 30% of the Incopyme team's workday. Time consuming and labor intensive, patching limited their ability to patch frequently. In fact, the process became a quarterly occurrence that made it difficult to ensure their clients' machines stayed up to date. With 1,200 active workloads and a growing client base, Incopyme needed to consolidate their vendor list and reduce on-site visits. They required a solution to streamline patch management and remotely apply patches.

Additionally, Incopyme relied on multiple independent tools to power services. The patchwork of disparate, single-purpose solutions made it complicated to monitor backups and oversee client IT environments. It became cumbersome

Key challenges

- Lack of visibility and control over client machines.
- On-site visits consumed IT resources and time.
- Labor intensive manual patching and script development.
- Complex management of disparate backup and security.

Key requirements

- Easy, swift deployment and implementation.
- Automated patch management and remote management capabilities.

Protected resources

- 1,200 workloads and growing with capacity to protect up to 2,000 workloads.

Data points

- Boosts installations from two machines per day to 20 machines in under one hour.
- Saves 30% of IT time with automated patch management.
- Enhances threat monitoring, response to alerts and visibility of workloads.
- Accelerates script development and speeds up IT productivity.

for technicians to manage clients because the team had to continuously shift between different screens and work in siloed consoles.

There was also a steep learning curve to develop proficiency with each complex tool. Over time, juggling a myriad of tools caused visibility and control of client workstations to wane. For instance, it would take the Incopyme team nearly one week to respond to monitoring alerts if a server reached full storage capacity or backups were not successfully performed.

They also needed to reduce IT time spent on script development, which required the attention of highly skilled IT professionals. The process of developing scripts was tedious and Incopyme needed an automated scripting solution that had robust, prebuilt script options.

The team recognized that these setbacks slowed operational efficiency and revenue growth. The need for automation, integration and remote desktop capabilities was critical to propelling the business forward.

Solution

Incopyme used Acronis Cyber Protect Cloud for backup for some time and was intrigued by the other advanced and integrated capabilities that the console offered. Acronis Cyber Protect Cloud combines cybersecurity, data protection and endpoint management in a single solution for MSPs. This integrated approach enables IT technicians to better mitigate cyber risk and holistically protect client IT environments with an all-in-one console. The Incopyme team wanted to ensure that the new endpoint management feature worked with their existing Acronis Backup solution. It was clear that Acronis RMM was ideal for Incopyme because it's a part of Acronis Cyber Protect Cloud. It empowers IT professionals by simplifying remote monitoring, management and protection of client endpoints.

After tacking on Acronis RMM, Incopyme used three primary features within it to enhance IT productivity and augment service quality: automated patch management, machine learning (ML)-based monitoring and Cyber Scripting.

Automated patch management has kept their clients' machines up to date by patching vulnerabilities to close security gaps. The solution empowers Incopyme

with flexible patching and scheduling options to reduce IT burden without disrupting client business operations. They can patch client workloads based on severity ratings using the Common Vulnerability Scoring System (CVSS).

Acronis ML-based monitoring and Smart Alerting enables Incopyme to proactively respond to developing and sudden changes in their client IT environments before a problem escalates. The feature also empowers their technicians with enhanced accuracy of anomaly detection, alerting and automatic threat remediation.

"Before, we performed installations on one or two machines per day. Now, with Acronis Cyber Scripting, in less than one hour, we can do 20 machines."

Angel Sanchez,
IT Support Technician, Incopyme

Cyber Scripting simplifies the script development process with a robust library of out-of-the-box scripts. This has enabled Incopyme technicians of any skill level to utilize scripts and automate daily tasks such as provisioning and configuring policies — even with limited or no PowerShell Command knowledge. The feature has helped them to mitigate risk of human error and accelerate mundane, skill-intensive tasks. The technicians have also taken advantage of several out-of-the-box scripts that are prebuilt and ready to use. One of their favorite prebuilt scripts is the clear cookies script.

The result

Incopyme is impressed with Acronis RMM and as a result, has noticed positive impacts to operational efficiency, management and IT resource optimization. "Before, we were manually patching one or two customers a day. Now, instead of attending to one client a day, we can apply patches to five or six clients a day, since the

technicians don't have to travel and we do it remotely. So they can spend the time saved on other tasks" says Francisco Cerrato, IT Technical Director, Incopyme.

With Acronis RMM and automated patching, Cerrato and his colleagues tripled the number of clients they serve per day. This has a profound effect on the team's resource allocation and unlocks new opportunities to increase revenue by expanding the number of clients they serve per day. The team no longer makes on-site visits to perform automated patching and can address client security vulnerabilities completely remotely. Cerrato and his colleague, Angel Sanchez, IT Technician of Incopyme, reported that nearly 70% of their IT work is done remotely with Acronis — and approximately 30% of IT time is saved by eliminating on-site visits.

Additionally, Cerrato and the team reported that they respond faster to monitoring alerts with Acronis RMM's ML-based monitoring and smart alerting. Now that the team has taken a proactive approach to monitoring their clients, they feel more confident that client IT environments and data are secure.

Cerrato and Sanchez have used Acronis Cyber Scripting on a regular basis and the solution has empowered the team with PowerShell commands. According to Sanchez, "This has helped us with PowerShell and being able to make installations remotely has helped us with imaging machines remotely." This enabled Incopyme to perform twentyfold more installations in less time than it would have taken to install one machine prior to discovering Acronis RMM.

With a consolidated approach, Acronis Cyber Protect Cloud with Acronis RMM has been a perfect fit for Incopyme that enables the team to manage all cybersecurity, data protection and endpoint management activities in a single console. They also have seen considerable cost savings now that the business no longer needs to pay for multiple one-purpose solutions. With the integrated solution ecosystem that Acronis Cyber Protect Cloud offers, Incopyme now enjoys improved visibility, efficiency and management that has left a lasting and positive impact on service quality and helped the team safeguard business continuity for their clients.

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 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.