

Computer Superheroes switches from StorageCraft and Veeam to **Acronis** and improves recovery time by 90%

Colorado-based MSP selects Acronis Cyber Protect Cloud for speed and reliability at an affordable price, leading to an increase in customer retention

BACKGROUND

Founded in 2001, Computer Superheroes is a Colorado-based MSP that offers its customers a wide range of IT solutions. This includes managed services to replace or augment an IT staff, cloud and SaaS management, networking, and help desk / support. When it came to offering backup, the company was working with both StorageCraft and Veeam.

THE CHALLENGES

There were several problems with delivering the company's existing backup service. According to President of Computer Superheroes, Jeff Lorenzen, this included repeated backup failures and complicated cloud replication with led to excessive management. On top of these technical issues, Jeff noted his company was getting "lacklustre support" from its vendors. Ultimately, Jeff wanted a solution that was "multi-tenant and multi-platform, could backup anything including full images and restore anywhere, all from a single platform and interface." Not surprisingly, Computer Superheroes decided to start looking at other options available.

THE SOLUTION — ACRONIS CYBER PROTECT CLOUD

With support for more than 20 virtual, physical, and cloud platforms, and a hybrid of on-premises and cloud backup and recovery capabilities, Computer Superheroes quickly determined that Acronis Cyber



Acronis

KEY CHALLENGES

- Repeated backup failures
- Complicated cloud replication
- Lacklustre support and response

KEY REQUIREMENTS

- Multi-tenant, multi-platform
- Backup anything, restore anywhere
- A single platform and interface

PROTECTED RESOURCES

- 24 servers and 55 virtual machines
- 27 workstations
- 60 mailboxes

KEY BENEFITS

- Over 90% increase in recovery time
- Increased worker productivity
- Cost savings and increased customer retention

Protect Cloud – which integrates data protection and cybersecurity in one solution – was their ideal solution. The single platform was designed and built with service providers in mind. A single portal gives Computer Superheroes the ability to manage all of their clients, enabling them to protect, patch, and recover individual files, application data, Microsoft 365 mailboxes, or entire virtual platforms. Moreover, Acronis Cyber Protect Cloud provides the flexibility that lets Computer Superheroes restore their customers to similar or dissimilar hardware while managing data from a centralized location.

Enriched with next-gen, full-stack antimalware protection, URL filtering, and comprehensive-yet-simple patch management and vulnerability assessment capabilities, Computer Superheroes realized that with Acronis Cyber Protect Cloud, it could deliver prevention, detection, response, recovery, and forensic capabilities through a single platform, just one agent, and a unified management console.

TECHNICAL AND BUSINESS BENEFITS

Ultimately, Acronis Cyber Protect Cloud provided Computer Superheroes a more reliable backup with faster RTOs and more flexibility for storage locations, at a lower price point. The company is now using Acronis to protect 24 servers, 55 virtual machines, 27 workstations, and 60 mailboxes.

According to Jeff, “Acronis provided much faster RTOs than with any other previously-used product with over 90% increase in recovery time. Within 5 months of using the system, we were faced with a disaster with one of our key production servers. We were able to restore the system to the last backup point in under 30 minutes.”

He continues, “Acronis is intuitive and easy to understand... so much so that we did not have to

engage support for training, but we have found support to be responsive and knowledgeable.”

This has led to an increase in worker productivity which has resulted in an overall financial savings compared to its previous vendors. Jeff concluded, “Acronis provides something rarely seen in the industry – speed and reliability at a very affordable price. We are able to pass these savings onto our customers thereby increasing retention.”

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- Jeff Lorenzen, President of Computer Superheroes

ABOUT ACRONIS

Acronis unifies data protection and cybersecurity to deliver integrated, automated [cyber protection](#) that solves the safety, accessibility, privacy, authenticity, and security ([SAPAS](#)) challenges of the modern digital world. With [flexible deployment models](#) that fit the demands of service providers and IT professionals, Acronis provides superior cyber protection for data, applications, and systems with innovative [next-generation antivirus](#), [backup](#), [disaster recovery](#), and [endpoint protection management](#) solutions.

[Founded in 2003](#) and with dual headquarters in Switzerland

and Singapore, Acronis is a global organization that is trusted by 100% of Fortune 1000 companies. Learn more at [acronis.com](#).

