

dmi Networking Saves Money and Delivers Better, Faster Backup with **Acronis**

Nationwide MSP supports dental practices with Acronis Cyber Backup Cloud's hybrid backup, robust security features, and rapid recovery service, saving \$30,000 each year.

BACKGROUND

dmi Networking is an IT managed service provider (MSP) supporting nearly 300 small businesses across the U.S. with a particular focus in and around the San Francisco Bay Area. For nearly ten years, the company has specialized in providing dental IT service and support for all practice management software solutions. Additionally, the dmi Networking team are value added resellers for HP, cloud backup solutions, encrypted email, and server and network hardware.

HIPAA COMPLIANCE FROM MAIN STREET TO BACK ROADS

With a customer portfolio full of dental practices, the team at dmi Networking has the expertise needed to manage IT operations for businesses that often aren't technology-savvy but do have strict HIPAA regulations to comply with. Furthermore, many of their customers are located in rural areas and have limited infrastructure at their offices. dmi Networking delivers HIPAA-compliant backup and recovery services that combine both highly secure data encryption and downtime-reducing efficiency with the flexibility to serve the needs of rural customers lacking in bandwidth and budget.

Originally, dmi Networking offered StorageCraft's ShadowProtect to meet this need but the service was poorly received. Dan Gospe, dmi Networking's Chief Operations Officer recalls, "ShadowProtect cost so much we had to add a premium service line item for backup. We only had about a dozen customers at its peak."

KEY CHALLENGES

- A wide range of bandwidth availability for customers, including some with minimal cloud access
- Expensive Shadow Protect backup service deterred customer adoption

KEY REQUIREMENTS

- HIPAA-compliant backups
- Virtualized backup recoveries
- Lower cost to encourage higher adoption

PROTECTED RESOURCES

- 2,000 endpoints
- 270 customers

KEY BENEFITS

- Affordable premium-quality backup and recovery services
- Dissimilar hardware recovery capabilities
- Virtualized backup recovery capabilities
- Hybrid architecture to facilitate security with recovery efficiency

This limited adoption and high expense motivated Gospe to begin searching for an alternate backup and recovery service that would be better received by customers. Soon he discovered Acronis Cyber Backup Cloud, a hybrid cloud backup service with industry-leading security features that's designed specifically for service providers and MSPs. "At first I thought Acronis was too cheap to really be as reliable a service as we needed," Gospe said. "But I tried a demo and was really impressed. Acronis Cyber Backup Cloud was doing everything ShadowProtect could do and more for a much lower price."

SAVING MONEY WITH ACRONIS CYBER BACKUP CLOUD

Since making the switch to Acronis Cyber Backup Cloud, dmi Networking has deployed their new backup service to all of their customers as part of their standard service offering. "Now we're able to provide an incredible value – delivering a premium backup service at an entry service price," said Gospe. "When we went live with Acronis Cyber Backup Cloud we saved about \$2,500 each month and we get to offer a best in class product. That's a key differentiator for us."

With built-in AES-256 data encryption active both in transit and at rest, Acronis Cyber Backup Cloud delivers security features that make it easy for dmi Networking to ensure HIPAA compliance. "Our team sets and controls the encryption key entirely on our end, ensuring data protection for all our clients," said Gospe.

SAVING DATA WITH ACRONIS CYBER BACKUP CLOUD

Moreover, Acronis' unique hybrid cloud architecture enables their team to achieve faster backups and recoveries for all their customers. "The local component

of Acronis Cyber Backup Cloud allows for us to perform granular, hourly backups and then retrieve them from virtual machines to get customers right back up – reducing a ton of downtime by essentially having a built-in failover. That increases data accessibility while maintaining compliance throughout the entire process."

Acronis Cyber Backup Cloud's easy, efficient, and secure backup and recovery service has already enabled dmi

Networking to do more for their customers and expand their own portfolio. "One of our largest clients recently had their old server go down. Our team was able to use Acronis Universal Restore to spin up a functional virtual machine image of their server which ran perfectly while we performed a permanent fix," Gospe said. "Thanks to the robust services we can now offer, we're at a point where we can really pick and choose our clients."

"Changing our backup system to Acronis was the best business decision we've made in the past few years. It's saved us tons of money. For our use and our customers' needs, it's a better system overall than other backup and recovery services."

Dan Gospe, COO

ABOUT ACRONIS

Acronis leads the world in [cyber protection](#); solving safety, accessibility, privacy,

authenticity, and security (SAPAS) challenges with innovative [backup](#), [security](#), [disaster recovery](#), and [enterprise file sync and share solutions](#), running on [hybrid cloud storage](#): on-premises, or in the cloud or at the edge. Enhanced by [AI technologies](#) and [blockchain-based authentication](#), Acronis protects all data, in any environment, including physical, virtual, cloud, mobile workloads and applications. Today, 500,000 business customers, and a powerful worldwide community of Acronis API-enabled service providers, resellers, and ISV partners use these technologies. Acronis is trusted by [79 of the top 100 most valuable brands](#) and has over 5 million customers, with dual headquarters in Switzerland and Singapore, Acronis is a global organization with 14 offices worldwide and customers and partners in over 190 countries. Learn more at [acronis.com](#).