Computol Increases Security and Profits with **Acronis** Hybrid Cloud Backup Solution

MSP streamlines and standardizes data protection and management through an easy-to-use single-pane-of-glass console; saving time, money, and valuable customer data

BUSINESS BACKGROUND

Computol is a technology provider with nearly 40 years of experience providing network management and data protection services. Today, the MSP manages these services for more than 30 clients across the USA, protecting 29 TB of data in the cloud alone.

In order to exceed their clients' needs, Computol's team of IT experts needed a backup service that could offer complete protection for all client data in all client environments. Their search was sparked by errors and limitations in their previous backup solutions. These included:

- Failed restores due to backup corruption

- Inability to restore backups directly to an Azure VM

- Complicated management for multiple solutions

SITUATION

To eliminate these issues and ensure robust protection for their clients' data and diverse environments, Computol began searching for a new backup and recovery solution that they could seamlessly migrate to.

INDUSTRY
IT Services

KEY REQUIREMENTS
- No upfront cost
- Cross-platform compatibility
- Remote backup management
- Integration with ConnectWise tools and Microsoft Azure

KEY BENEFITS
- Streamlined and standardized backup management through single-pane-of-glass console
- Day one profitability, at least 2x profit per account
- Flexibility of backup destinations
- Time and money savings via service automation and self-service capabilities

To do that, they needed:

- ConnectWise PSA and RMM tool integration

- Cross-platform capability for their clients many system requirements

- No upfront costs upon deployment

Furthermore, because the company was in the process of migrating their cloud storage to Microsoft Azure, the ability
to deliver cloud backup directly to Azure storage was key.

Computol needed a hybrid cloud backup service that offered the flexibility to restore offsite backups to Azure Cloud and any client OS quickly and easily without risking data loss along the way.

SOLUTION

With support for over 20 virtual, physical, and cloud platforms, native integrations with both Microsoft Azure and ConnectWise, and a hybrid of on-premises and cloud backup capabilities, the Computol team determined that Acronis Cyber Backup Cloud was their ideal solution.

Additional considerations like Acronis' ability to offer near-zero up-front costs, provide AI-based anti-ransomware technology, and reduce time and money needed to manage backups and restores cemented their decision.

IMPLEMENTATION

After choosing Acronis Cyber Backup Cloud, the Computol team migrated all of their clients over to the new hybrid cloud backup service in less than a month. On average, each protected machine needed only 45 minutes for complete migration to the new service. The speed of this process was largely due to Acronis Cyber

> *"Acronis Cyber Backup Cloud is a better product for us, as an MSP, than anything we've had before."*
>
> **Matt Zuccarell,**
> **Networking Director**

Backup Cloud's native integration with ConnectWise's Automate RMM tool.

SOLUTION IN ACTION

Since deploying Acronis Cyber Backup Cloud, Computol has seen a number of major benefits in terms of efficiency. "Acronis' cloud backup capabilities with the centralized administration website are great. As an MSP, it really beats out other solutions like our prior vendor that don't have a single administration console to manage all endpoints," said Aaron Cowell, Network Engineer.

Additionally, the protection offered by Acronis' hybrid cloud backup capabilities provided a welcome layer of security to Computol's existing data protection measures. "With Acronis, we can set up custom backup plans – backing up locally and to the cloud whenever we want easily," said Jeff Hamons, Computol President.

Through these benefits and Computol's own security measures, the MSP is able to deliver data protection that clients can have confidence in. Thanks to these layers of protection, Computol hasn't experienced any data loss due to threats like ransomware.

RESULTS

Computol migrated their clients to Acronis Cyber Backup Cloud in the summer of 2017. Since then, their team has had nothing but praise for the easy, efficient, and secure solution.

"Standardizing service delivery across all our clients by having them all based on Acronis has created a replicable, trainable scenario that saves our team valuable time,"

said Matt Zuccarell, Networking Director. "And saving time is saving money," added Hamons.

According to Hamons, these internal savings represent just one-side of the benefits they've gained with Acronis: "We constantly push reduction of risk to our clients. Having successful, reliable backups is our number one priority. We've gotten that with Acronis."

In addition to increasing efficiency and data security, switching to Acronis Cyber Backup Cloud proved to be a profitable decision for Computol almost within a day of deployment. In fact, through their storage-based licensing model Computol more than doubles their money by selling Acronis Cyber Backup Cloud services to their clients.

"So, not only have we reduced risk to ourselves and our clients. We've reduced management time, billing is easier for us to complete and for the clients to understand, and we're able to be profitable without overextending our clients' budgets" said Hamons.

Zuccarell concludes: "From PCs to local area network users to servers, local storage, Azure cloud storage, and restoring backups in the cloud when the need arises, Acronis has the power to handle everything reliably and securely. That's why we're so satisfied with Acronis Cyber Backup Cloud: every time we've needed it, it works exactly as we expect it to."

> *"Acronis' single-pane-of-glass for management on a common platform saves us time and money."*
>
> **Jeff Hamons, President**

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.

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