

Panda Technology improves troubleshooting time by over 600% by using Acronis integrations

Jacksonville MSP streamlines security, deployment and billing using the integrated Acronis Ecosystem.

Panda Technology is a managed service provider (MSP) that supports 3,000-plus end users across legal, accounting and health care industries with data compliance needs.

Leveraging Acronis Cyber Protect Cloud as its backbone, Panda Technology integrated PSA, RMM, security and identity tools to centralize workflows and accelerate response times from a single platform. The Acronis Ecosystem helps their team minimize vendor sprawl and "swivel chair" inefficiencies.

THE SOLUTION

Acronis Cyber Protect Cloud with integrated PSA, RMM and security services. Automations now handle tenant creation, quota alignment, billing mapping and agent deployment to every new endpoint. Security events flow directly into PSA tickets, enabling rapid incident triage.

THE IMPACT

- Cut incident troubleshooting from one hour to five or 10 minutes through centralized data — an over 600% improvement.
- Eliminated redundant platform logins for access management.
- Automated endpoint protection for every device added to the network.
- Enabled seamless customer migrations with zero disruption.

KEY CHALLENGES:

- Risk of inefficiency from disconnected systems and multiple vendor platforms.
- Time-consuming, manual processes for tenant creation, quota management and deployments.
- Need for centralized incident visibility to accelerate security response.
- Requirement to control technician access from a single point.

KEY REQUIREMENTS:

- Deep integrations with PSA (Datto Autotask) and RMM (Datto) tools.
- Automated deployment of Acronis agents and security profiles.
- Centralized ticketing for Acronis alerts within PSA.
- Seamless integration with XDR / MDR, SOC and identity management (Microsoft Entra ID).



“When information is centralized, it's an exponential time save. We've gone from troubleshooting in an hour to five to 10 minutes, and we can migrate customers without them even noticing a change.”

– Joshua Aaronson, COO and Co-founder, Panda Technology