

Managed service provider CISIT saves time and sets technicians free with **Acronis** RMM

Acronis RMM delivers the ability to solve client issues proactively rather than reactively and manage client services easily in a single interface.

Managed service provider (MSP) CISIT was using a patchwork of tools to administer services to clients. This multitool approach required heavy management and led to lost time.

Acronis RMM has enabled CISIT to anticipate client incidents and resolve them before they occur. CISIT technicians have more time to pursue new projects. The centralized console in Acronis RMM has led to increased efficiency and speedier client onboarding.

THE SOLUTION

CISIT adopted and ultimately moved services for all of its clients to Acronis RMM. The MSP chose Acronis RMM because the solution offered consolidated management and security capabilities manageable from a single interface.

THE IMPACT

- Remote patch management has enabled CISIT to apply patches for clients more quickly and effectively.
- CISIT technicians now have more time to work on new projects and develop tools to optimize how the MSP serves clients.
- The ability to manage security and monitor secured resources in one place has led to considerable time savings.
- Onboarding is simpler since CISIT no longer has to get services for new clients up and running on multiple tools.

Prior to moving to Acronis RMM, CISIT was using a patchwork of tools to administer services to clients, including applications from GLPi and Nagios, as well as Windows Server Update Services (WSUS). This multitool approach required heavy management and led to a lot of lost time. Acronis RMM replaced them all. CISIT recently decided to use Acronis RMM for all of its clients, demonstrating that the solution is essential for the MSP as well as for the businesses it serves.

KEY CHALLENGES:

- A patchwork of RMM tools that led to difficulties resolving issues for clients.
- Technicians spending too much time in disparate RMM tools and not enough time pursuing business-critical activities.
- Difficulty onboarding new clients with so many tools to manage.

KEY REQUIREMENTS:

- Consolidation of RMM tools into a single solution.
- Time savings to enable technicians to work on new projects and improve client service.
- Ease of use and simplification of onboarding for new clients.

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