

KamNic turns to **Acronis** RMM in urgent, high-risk cybersecurity events

Acronis RMM is “a big time saver” — Montreal-based managed service provider (MSP) combines RMM and EDR to boost client protection.

BACKGROUND

Founded in 2010, KamNic Inc. is a Canadian cybersecurity firm with offices in Toronto and Montreal that serves businesses of all sizes across Canada. KamNic's clients span diverse vertical markets, including manufacturing, financial, legal, health care and education.

KamNic provides IT infrastructure, integrated cybersecurity, business continuity and rapid emergency response, ensuring operational resilience through comprehensive managed IT solutions.

THE CHALLENGES

Supporting clients across Canada while maintaining efficiency and profit margins grew increasingly difficult for KamNic. The company depended on an in-house RMM, supplemented by TeamViewer, creating a fragmented toolkit that demanded continual integrations as well as ongoing development, testing and patching to stay compatible with diverse environments.

“Keeping our home-grown RMM afloat diverted talent from our core business and the R&D that drives us forward; we were maintaining, not advancing,” says KamNic Chief Technology Officer Alireza Kamali.

Because RMM seats couldn't be bundled and resold like backup or cybersecurity licences, KamNic needed a cloud-native, cost-effective platform that offered secure remote access and deep automation, strengthening security and streamlining operations so the team could focus on innovation, not upkeep.

THE SOLUTION

After assessing several RMM options, KamNic chose Acronis Cyber Protect Cloud, a true cybersecurity “Super App” that unifies RMM, Endpoint

CHALLENGES

- Significant resources and expertise needed for in-house RMM.
- Concern over vendor and subprocessor exposure limited third-party RMM adoption.
- Multiple security solutions caused complexity and fragmented visibility.
- Time-consuming and error-prone on-site visits and manual tasks.
- Substantial risks from third-party application zero-day vulnerabilities.
- RMM's packaging challenges impacted profitability.

REQUIREMENTS

- Scalable and cost-effective RMM.
- Reliable, secure remote desktop support to help clients across Canada.
- Customizable scripting for task automation and error reduction.
- Unified security platform mitigating shadow IT and third-party vendor exposure.

KEY BENEFITS

- Consolidated security stack under one platform, reducing complexity and improving governance.
- Reduced costs and boosted protection with natively integrated EDR and RMM.
- Improved response times and simplified patching across client environments.
- Enhanced emergency support via Acronis Remote Desktop and Script Executions.

Detection and Response (EDR), Data Loss Prevention (DLP), and Backup on a single platform. This all-in-one approach eliminated the integration headaches of their former toolset.

"The Acronis agent is our Swiss Army knife. One install collapses multiple systems into a single pane of glass, so technicians dive straight into client work through a familiar interface rather than juggling apps. Response times shrink, onboarding is instant and the resource drain disappears," says Mr. Kamali.

KamNic now relies exclusively on Acronis for remote desktop assistance, continuous monitoring, vulnerability assessment, patch management, scripting, software deployment, security, backups and disaster recovery, all from one console.

"Acronis RMM is straightforward to deploy, giving our technicians immediate remote access," says Mr. Kamali. "Because we preinstall the Acronis agent on every client device, we can remotely bring any endpoint under full management within seconds."

Automated patching has likewise transformed operations. Senior technicians preapprove updates, Acronis deploys them automatically and built-in verification confirms vulnerabilities are closed, eliminating manual interventions while hardening security.

RESULTS

KamNic technicians now connect to any client endpoint nationwide in seconds, resolving issues before users even pick up the phone. With Acronis' RMM, script library, and EDR in the same console, the team eliminates back-and-forth tool switching.

"Acronis RMM turned our script library into a one-click arsenal," says Mr. Kamali. "If the interface lacks a feature, we drop in a script and it's available for everyone; no hunting or copy-pasting. It's a huge time saver."

Integrated EDR delivers equally tangible wins. During a recent ransomware scare at a law firm, Acronis flagged an unknown executable in a user's downloads folder. From the same console, KamNic isolated the PC, blocked the hash across the fleet, and stopped the incident with no downtime for the client.

With every remote session, patch cycle, and security event handled inside the Acronis "Super App," KamNic now enjoys:

- Faster resolutions.
- Fewer on-site visits.
- Stronger security posture that closes gaps before they widen.



"The platform frees us from constant firefighting and lets us concentrate on proactive support and strategic initiatives. Acronis gives us back time, it allows us to run cybersecurity workshops, train users, and create new solutions. That breathing room lets us step back, see the big picture, and streamline workflows for lasting efficiency instead of endless quick fixes. That is real value our clients feel every day."

Alireza Kamali, Chief Technology Officer, KamNic