

# CIOV deploys **Acronis** Advanced Email Security to ensure business continuity of clients' operations

The MSP praises the ease of use and immense time savings they've achieved through Acronis Advanced Email Security — reducing staff intervention from once a day to once or twice a month.

## Background

CIOV, a New Zealand-based managed service provider established in 2018 in Dunedin, specializes in offering virtual CIO services across New Zealand. Dedicated to aiding both commercial and nonprofit organisations, CIOV assists clients in leveraging technology to fulfil their personal objectives and business continuity. By providing consultancy services and migrating collaboration workloads to the cloud, such as Microsoft 365, CIOV is at the forefront of facilitating digital transformation for its clientele. Clients turn to CIOV for proactive and effective cybersecurity and data management services.

## Challenges

In a cybersecurity market characterized by fragmentation and oversaturation, CIOV discovered that businesses often struggle to navigate all available options and conflicting messages when selecting digital tools and ensuring adequate cybersecurity measures. While businesses understand the importance of having robust cybersecurity, the complexity of legacy services made it difficult for service providers to explain the urgency of deploying particular services.

Recognizing this challenge, CIOV identified a need for a comprehensive solution that would natively integrate data protection, cybersecurity and email security alongside other solutions to provide assurance of business continuity for their clients. They sought a solution that would simplify management by consolidating multiple services previously provided by different vendors, enhancing cost effectiveness and customer satisfaction.

"The industry is filled with providers who communicate in technical jargon that customers struggle to comprehend. CIOV required a solution that would help our clients grasp the importance of cyber protection while streamlining management processes," explained Shane Boyle, Director at CIOV.

The Acronis logo is displayed in a white, sans-serif font against a dark blue background. The background of the entire top right section features a 3D isometric illustration of a blue cube with a white envelope icon on its top face, surrounded by other blue geometric shapes and lines, suggesting a digital or technological environment.

## KEY CHALLENGES

- Protection of cloud-based business collaboration workloads.
- Complexity of existing cybersecurity solutions.
- Ability to work with a large number of remote workloads.

## PROTECTED RESOURCES

- Cloud workloads including Microsoft 365.
- Business collaboration tools.
- Remote workloads.

## KEY BENEFITS

- Improved cybersecurity posture for clients.
- Reduced manual intervention and time savings.
- Increased productivity due to blocked spam and malicious emails.



## The solution

CIOV chose Acronis Cyber Protect Cloud due to its established reputation in the backup market since 2003 and its native integration of cybersecurity since 2015, complete with external certification by VB100, ICSA Labs and AV Test Institute.

CIOV specifically focused on implementing Acronis Advanced Email Security, which in turn positively influenced clients' perceptions and actions regarding security management in general. Email security was particularly important given that a large proportion of cybercriminals gain access to business data through email.

Acronis' solution filters out phishing emails that would otherwise land in inboxes and provides an easy-to-use interface for management. It's straightforward to manage and requires minimal intervention. Additionally, it offers a simple resolution process for cases where legitimate messages might be flagged as spam.

With its single-agent architecture and the ability to toggle advanced services on and off through the cloud management console, Acronis Cyber Protect Cloud enabled CIOV to offer a range of additional services on top of backup and email security to their clients. This also eliminated the need to engage other vendors and undergo additional training that would normally be required when adding new services.

## Results

"The implementation of Advanced Email Security has been a godsend for our customers," said Shane Boyle. "It strips out all the phishing emails that would otherwise end up in customer inboxes. With some customers having over a hundred staff, this has significantly improved their cybersecurity posture."

CIOV stated that deploying the solution made a significant difference in terms of customers feeling in control of managing the security of their businesses, as the new

solution does not require as much intervention and provides an easy way to resolve incidents.

Compared to their previous solution, which required manual intervention every day, Acronis Advanced Email Security is much easier and requires minimal staff intervention — only a couple of times per month, compared to once every day, resulting in immense time savings.

It also resulted in increased productivity for their clients because their inboxes reduced in size significantly, as all spam and malicious emails were blocked before

reaching their systems. CIOV also noted the positive results realized with Acronis Advanced Management, which further streamlined workload management through remote access and patching. Having multiple solutions within the same management console made the Acronis offering very attractive and easy for CIOV engineers and company customers.

To cap it off, CIOV commended the availability of Acronis Academy training and certifications, which made their staff more comfortable

deploying and making the most out of the new solutions.

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**Shane Boyle**  
Director of CIOV

## About Acronis

Acronis is a global cyber protection company that provides natively integrated cybersecurity, data protection and endpoint management for managed service providers (MSPs), small and medium businesses (SMBs) and enterprise IT departments. Acronis solutions are highly efficient and designed to identify, prevent, detect, respond, remediate and recover from modern cyberthreats with minimal downtime, ensuring data integrity and business continuity. Acronis offers the most comprehensive security solution on the market for MSPs with its unique ability to meet the needs of diverse and distributed IT environments. To learn more about CIOV, visit [www.ciov.nz](http://www.ciov.nz)