Acronis

GlobalQuest switches to **Acronis** Cyber Protect Cloud from Intronis and cuts backup management time by 50%

Tight integration with ConnectWise and an easy-to-use web interface is combined with excellent customer support from Acronis results in an outstanding partner experience

BACKGROUND

Globalquest Solutions ("Globalquest") is a managed service provider based in Williamsville, New York that provides traditional IT integration services such as break–fix, procurement, installation, and helpdesk services along with cloud services such as Microsoft 365 and backup/recovery. While the company has been in business for more than 20 years, it recently began working with ConnectWise. As such, Globalquest was looking at streamlining its operations and offerings with products and services that seamlessly integrated with ConnectWise Automate.

THE CHALLENGES

Globalquest's managed backup product was powered by Intronis. However, Mike Morlock, CTO and owner, saw "features and support lagging after Barracuda's purchase." Specifically, support tickets were taking two to three days for responses, and the product was not readily supporting new Microsoft releases. Moreover notes Morlock, "The Intronis client was consuming too many resources on end-user devices and servers. Especially considering our shift into ConnectWise, we began looking for a new backup solution that was easy to deploy for new clients, had ticket integration into ConnectWise Manage, and a clean web portal for managing our devices."

THE SOLUTION — ACRONIS CYBER PROTECT CLOUD

At a ConnectWise conference, Acronis was mentioned as a possible solution and Globalquest began its research. Given its tight integration with ConnectWise and support for more than 30 virtual, physical, and cloud

KEY CHALLENGES

- Existing provider's support was not responsive
- Existing provider's features were not keeping up with the market
- Existing provider did not integrate well with ConnectWise

KEY REQUIREMENTS

- Responsive and helpful technical support
- Rapidly evolving product features and functionality
- Tight integration with ConnectWise

PROTECTED RESOURCES

- 66TB of used storage
- 608 Windows Workstations
- 46 Windows Servers (Full Server Images with AD, SQL and Exchange application add-ins)
- 102 Windows virtual machines

KEY BENEFITS

- 15% speed improvement for backups
- 50% overall gain in efficiency managing backup processes
- Lighter-weight agent and improve performance on client devices

platforms, combined with hybrid on-premises and cloud backup capabilities, Globalquest quickly determined that Acronis Cyber Protect Cloud was its ideal solution.

Designed with service providers in mind, Acronis Cyber Protect Cloud offers a feature Globalquest considered critically important: management via a single portal. Globalquest can now manage all clients and recover individual files, application data, or entire virtual platforms – all through a single console. Additionally, Acronis Cyber Protect Cloud integrates data protection and cybersecurity in one solution. Enriched with next-gen, full-stack anti-malware protection and comprehensive-yet-simple endpoint management tools, it empowers service providers to deliver prevention, detection, response, recovery, and forensic capabilities delivered and managed through the same platform with the same management console.

THE BENEFITS – TRIPLE THE DEVICE COUNT AND HALF THE TIME ON TASK

The decision to switch to Acronis generated a return on investment in less than six months and resulted in numerous technical and operational benefits. According to Morlock, "Acronis supported all our workloads and its agent was light-weight, which has improved performance on my client devices."

To that end, Globalquest has appreciated its ability to increase its device count without any limits. Since selecting Acronis, the company has tripled its client device count. Using Acronis Cyber Protect Cloud, the company now protects 66TB of data across over 600 Windows workstations, nearly 50 Windows Servers (with full server images with Active Directory, SQL and Exchange application add-ins), and over 100 Windows virtual machines.

Morlock adds, "With Acronis, backups are approximately 15% quicker and, overall, we have cut 50% of the time it takes to manage backups for our clients because there are fewer false positives, a much better integration with our RMM, and a smoother web interface. Prior to Acronis, we had a dedicated engineer supporting Intronis, but we are now able to find a more productive use of half his day."

Morlock summarized the experience this way: "The core features of the product and outstanding support from Acronis lets Globalquest efficiently deploy managed backup solutions to our clients, enabling us to recover files or entire devices within our contracted service level agreements."

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ABOUT ACRONIS

Acronis unifies data protection and cybersecurity to deliver integrated, automated cyber protection that solves the safety, accessibility, privacy, authenticity, and security (SAPAS) challenges of the modern digital world. With flexible deployment models that fit the demands of service providers and IT professionals, Acronis provides superior cyber protection for data, applications, and systems with innovative next-generation antivirus, backup, disaster recovery, and endpoint protection management solutions.

Founded in Singapore in 2003 and incorporated in Switzerland in 2008, Acronis now has more than 1,500 employees in 33 locations in 18 countries. Its solutions are trusted by more than 5.5 million home users and 500,000 companies, including 100% of the Fortune 1000, and top-tier professional sports teams. Acronis products are available through 50,000 partners and service providers in over 150 countries in more than 40 languages.

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