

Technotic delivers zero downtime recovery to financial services clients with **Acronis** Cyber Protect Cloud

Auckland MSP unifies EDR, email security, backup, RMM and security awareness training in one platform

Technotic Limited is an Auckland based MSP serving finance, primary industries, and small businesses. When launching the business in 2025, Technotic needed a single platform to manage security, backup, monitoring, and remote desktop support. While most tools lacked unified visibility, Acronis consolidated cybersecurity, backup, RMM and security awareness training (SAT) into one integrated console.

THE SOLUTION

Technotic uses Acronis Cyber Protect Cloud, including Acronis EDR, Acronis RMM, Acronis Email Security and Acronis SAT.

THE IMPACT

- Zero downtime: Acronis backup and recovery rebuilt a destroyed laptop overnight with no operational impact.
- Faster threat response: Automated EDR and reporting speed investigations and support cyber insurance and compliance.
- Greater efficiency with a single vendor and console reduced overhead, simplified billing and right sized service packages.



KEY CHALLENGES:

- Fragmented visibility across multiple portals created blind spots and slowed threat response.
- Clients faced threats, including phishing, malware, email and OneDrive attacks.
- Growing demand for transparency and documentation to support cyber insurance and compliance such as the New Zealand Privacy Act 2020 and ISO/IEC 27001.

KEY REQUIREMENTS

- Unified console to monitor devices, Microsoft 365, email security, data protection, endpoint management and SAT.
- Fast, reliable remote desktop support access with Acronis Quick Assist to connect in minutes without re-starting sessions.



“Acronis’ recovery enabled us to be there the next morning with a replacement computer. Everything was exactly the way it was before the tea was spilled. The customer experienced no downtime — just an email saying there was no operational impact. Without Acronis, that would not have been possible.”

— Mark Neunzerling, Director, Technotic Limited