

# Indicom eases service expansion and wins back time with native integration in **Acronis RMM**

The German IT services provider eases onboarding and improves service quality with control of multiple security solutions in a single console.

Indicom GmbH, a 25-year-old German IT services company, needed to modernize its approach to cybersecurity and backup solutions. Serving small and medium-sized businesses across multiple industries, including industrial manufacturing, tax advisors and craftsmen, Indicom required a comprehensive solution that could replace its aging backup system while also offering additional security capabilities. Acronis RMM provided the answer.

## THE SOLUTION

Indicom implemented backup capabilities in the Acronis Cyber Protect Cloud MSP platform. After adopting backup, the company started using components unified in the Acronis RMM solution, including antivirus, email security, patch management and Microsoft 365 protection. With Acronis RMM, Indicom replaced managing multiple tools with a natively integrated platform that offers a single point of control.

## THE IMPACT

- Replaced disparate client applications and consoles with one unified platform.
- Added new client services with easy deployment and no need for additional purchases.
- Gave staff more free time for critical tasks and simplified client onboarding.
- Gained granular control over updates, including the ability to exclude problematic patches.

## KEY CHALLENGES:

- Managing multiple separate tools — backup, antivirus and patch management — created complexity.
- A previous patch management system required frequent server reinstalls and lacked adequate vendor support.
- Indicom needed comprehensive monitoring across client environments.

## KEY REQUIREMENTS:

- A unified platform to consolidate backup functions with multiple cybersecurity capabilities.
- Reliable patch management with granular control over updates.
- A single dashboard for monitoring client system health and status.



“When you have a computer that has a problem, you can check it in Acronis. We don't have to check different dashboards. We have more time to get other things done.”

– Philipp Modjesch, Indicom GmbH