eApps Migrates from R1Soft to **Acronis** Cyber Protect Cloud

Managed hosting provider gets pay-as-you-go pricing plus an enterprise-grade backup solution

BACKGROUND

eApps Hosting (eApps), a CloudScale365 company, is a provider of private and public cloud hosting services serving more than 2,000 customers globally and hosting over 10,000 domains. The company specializes in hosting for mission-critical website and web applications supporting frameworks like Java, PHP, Ruby, and Node.js as well as content management systems like Joomla!, WordPress, and Drupal. One of the add-on services eApps offers is enterprise backup, so its customers can back up their hosted virtual cloud servers.

THE CHALLENGE: INCREASING ANNUAL CONTRACT COMMITMENTS AND MISSING FEATURES

eApps was previously using R1Soft as its backup solution and had a very specific contractual problem. Managing Director, Rick Lingsch, explains, "R1Soft had locked us into increasing annual contract commitments. In our business, this is not a good practice as it is important to match up customer revenues with vendor costs."

In addition to this primary issue around billing, eApps had identified a number of important features it was lacking with R1Soft, and the company wanted a vendor that could provide its customers with a complete, enterprise-grade solution. Specific features that eApps was looking to add to its portfolio included the ability to deliver incremental backups to optimize storage space, clean backups of MySQL/MariaDB, the ability to schedule frequent backups, fast recovery of files and full server images, and the ability to exclude files and folders.

KEY CHALLENGES

- Locked into increasing annual contract commitments regardless of usage
- Backup solution lacked many enterprise-grade features

KEY REQUIREMENTS

- Pay-as-you-go pricing
- Advanced features like incremental backups and file/folder exclusion
- Ease-of-use

PROTECTED RESOURCES

- 350 customers
- 900 servers
- 100 TBs

KEY BENEFITS

- Costs now aligned to revenue
- Ease of use resulting in administrative labor savings
- Enhanced backup solution with enterprise features

THE SOLUTION: ACRONIS CYBER PROTECT CLOUD

The channel-friendly nature of Acronis Cyber Protect Cloud was central to eApps' decision to choose Acronis. With a pay-as-you-go model, eApps would never be locked into a bad contract with Acronis as their costs would be directly tied to customer growth. Other channel-friendly features included automated provisioning and the ability to manage all of its clients though a single portal.

With Acronis Cyber Protect Cloud, eApps could recover individual files, application data, or entire virtual machines across more than 20 virtual, physical and cloud platforms. Furthermore, the solution provides flexibility so the company can restore its customers to the original or completely new destinations while managing data from a centralized location. The cyber protection features, such as built-in AI-based anti-ransomware and cryptojacking blocking technology, called Acronis Active Protection, made the decision to switch to Acronis even easier.

Ultimately, Acronis had the right commercial terms and all of the enhanced, enterprise-grade features eApps was looking for in a backup solution. Upon evaluation, Lingsch concluded his analysis by saying "the Acronis solution was clearly superior for eApps and its customers."

THE BENEFITS: OPERATIONAL EFFICIENCY AND AN ENTERPRISE-CLASS SOLUTION

The migration from R1Soft took approximately six months, and now, eApps protects 100 TB of data across more than 350 customers and 900 servers.

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>
> **Rick Lingsch,
> Managing Director**

Lingsch notes, "Acronis proved to be a superior solution, and we have made it our primary and only backup solution available to customers."

In addition to solving the billing issue, two additional benefits of switching to Acronis stood out. First, switching resulted in labor savings. According to Lingsch, "This is because the user interface is easy to use and the backups are efficient. Overall, Acronis requires less of our time, and it integrates with WHMCS, which is our billing system and customer portal." Second, switching to Acronis added many advanced features to eApps' backup offering.

Lingsch notes, "Our customers expect us to have a solid, efficient, and reliable backup service. With Acronis, we now have confidence that we can provide our customers with such an enterprise-grade backup solution."

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 2003 and with dual headquarters in Switzerland and Singapore, Acronis is a global organization that is trusted by 100% of Fortune 1000 companies. Learn more at acronis.com.

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