BTO boosts productivity by switching from TeamViewer and AnyDesk to Acronis RMM and EDR / XDR

São Paulo-based MSSP improves operational efficiency by 100% by automating patching and reducing response times with Acronis.

BACKGROUND

BTO is a managed security services provider (MSSP) with over 30 years of experience in cybersecurity, cloud services and IT consulting and support. BTO also has years of experience helping clients in the civil construction sector in both industry and services segments. With a mission to deliver the best and most suitable IT infrastructure solutions, BTO's team takes pride in helping businesses in their IT transformation and strategy to enhance their efficiency, and they strive to be a leading technology provider in the São Paulo region.

CHALLENGES

To gain remote access to client computers, BTO's team used two popular remote desktop, access and control solutions: TeamViewer and AnyDesk (free version). However, there were caveats with these that hindered BTO from achieving long-term success — using multiple tools with overlapping functions wasn't cost effective.

BTO Chief Commercial Officer Gilmar Eles Jr. reports that a total of four tools were required for remote monitoring and desktop assistance alone. The upfront costs and maintenance to run these tools strained profitability over time.

CHALLENGES

- Manual patching hindered productivity and technicians dedicated one day per month for on-site patching.
- Juggling too many remote access tools grew expensive, increasing upfront and maintenance costs and straining profitability.
- Security flaws in AnyDesk caused clients to avoid its use within their networks.

REQUIREMENTS

- Automated patching.
- An integrated solution that lowered expenses.
- Comprehensive protection without complicated management.

KEY BENEFITS

- Improved productivity and achieved a 100% increase in operational efficiency.
- Faster incident response with a single console enabling swifter response times and decision making.
- Decreased monitoring failures made BTO confident in their ability to provide comprehensive protection and guarantee 24x7 monitoring.
- Integrated protection reduced costs and protected profit margins restoring lost or damaged laptop environments.

According to Luis Ricardo Barbieri, Technical Director at BTO, his team encountered alarming security flaws and limitations in the AnyDesk solution. "Some of our clients using AnyDesk had some security problems. So, in some cases, they would completely avoid using AnyDesk inside their network."

Another challenge was that BTO technicians often had to perform manual patching. This required a BTO technician to dedicate one day per month to travel on-site to patch client machines. Allocating time and resources to apply patches to vulnerabilities manually hampered BTO's productivity.

SOLUTION

After exploring several remote monitoring, remote desktop and patch management solutions, BTO decided Acronis Cyber Protect Cloud with Acronis RMM and EDR / XDR was the best fit. Mr. Eles explains the main factor behind choosing Acronis Cyber Protect Cloud was the natively integrated approach. As a complete cybersecurity platform, the solution has enabled BTO to centralize EDR / XDR, patch management, remote monitoring, remote desktop and assistance, backup and data loss prevention (DLP).

Mr. Eles highlights that automated patch management in Acronis RMM has been a gamechanger:

"Automation is extremely important, as it is a tool that works on full-time prevention and does not depend on analysis and action by a technician to act on the resolution." – Gilmar Eles Jr., Chief Commercial Officer, BTO

Additionally, BTO uses Remote Desktop and Assistance in Acronis RMM to gain fast and secure access to client machines. Mr. Eles reports that they have completely replaced TeamViewer and AnyDesk with Acronis RMM. Plus, Acronis' remote monitoring helps BTO gain better control over client IT environments and minimize future problems with prealerts.

RESULTS

According to Mr. Eles, his team has improved operational efficiency by 100%. Because they no longer need to make on-site trips to patch client machines, BTO's technicians save several hours of time per week. Today, BTO won't partner with a potential client unless they use Acronis' automated patching.

Additionally, having patch management, remote monitoring and EDR / XDR on a single console has helped BTO respond to incidents faster, make quicker decisions and boost protection without exhausting their workforce or needing to hire more technicians. The solution's natively integrated design has lowered BTO's costs, directly contributing to the protection of their profit margins.

Acronis Cyber Protect Cloud has provided BTO with a strong security foundation, evidenced by the fact that clients have experienced no security incidents. This protection, combined with Acronis' remote monitoring's ability to reduce monitoring failures, gives Mr. Eles and Mr. Barbieri greater confidence in their comprehensive endpoint security.

> "We were able to centralize the SOC operation, bringing more operational efficiency and reducing downtime. The gain is very significant; we have faster response times as we are now focused on one dashboard with all the information."
>
> **Gilmar Eles Jr.,**
> **Chief Commercial Officer , BTO**

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