Acronis

Computer Doctors shifts from "break-fix" to managed services with **Acronis** Cyber Backup Cloud

Computer Doctors migrates 50% of its installed base away from Arcserve onto Acronis in just one year.

BACKGROUND

Computer Doctors has been in business since 1985 and, like many MSPs today, started as a break-fix shop that caters to local SMBs. While still offering repair services, the company now offers cloud services including Microsoft Office 365, Hosted Exchange, remote monitoring, anti-virus, and backup to roughly 1,300 managed endpoints.

THE CHALLENGE: FINDING THE RIGHT SOLUTION

Computer Doctors had been a long time Ingram Micro reseller, and the company had been looking at getting into managed and cloud services for the better part of a decade. Following an Ingram Micro Cloud Summit, the company decided to take the leap. "It was a long time coming," said Computer Doctors President, Stephen High.

Computer Doctors had worked with Arcserve for nearly 15 years and as part of the decision to move to managed services, they determined that a cloud-controlled backup solution was needed. So they began to search for a new vendor with integration for their PSA system, Autotask, as a critical requirement. Other important feature requirements included the ability to manage Microsoft Exchange and SQL tables, as well as being able to back up entire workstations and virtual machines. Furthermore, Computer Doctors wanted a simple interface through which they could monitor and manage everything. During the evaluation process, the company looked at Datto, StorageCraft, and Acronis.

KEY CHALLENGES

- Transition to offering managed services
- Migration away from Arcserve

KEY REQUIREMENTS

- Cloud-controlled offering
- Autotask integration
- Easy-to-use interface

PROTECTED RESOURCES

- 49 TB
- 29 Servers
- 19 Virtual machines
- 18 workstations
- 1,300 endpoints

KEY BENEFITS

- Modern cloud-controlled backup offering
- Ease of use
- New customers and revenue
- Support for backing up Hosted Exchange and Office 365

THE SOLUTION: ACRONIS CYBER BACKUP CLOUD

With support for more than 20 virtual, physical, and cloud platforms, and a hybrid of on-premises and cloud backup capabilities, Computer Doctors determined that Acronis Cyber Backup Cloud was their ideal solution. Additional considerations like the built-in AI-based anti-ransomware and anti-cryptojacking technology, Acronis Active Protection, made the decision even easier.

Through a single portal, Computer Doctors can now manage all of their clients, enabling them to recover individual files, application data, or entire virtual platforms. Furthermore, Acronis Cyber Backup Cloud provides flexibility for the company to restore its customers to the original or completely new destinations while managing data from a centralized location.

"In terms of the evaluation process, we really didn't need an appliance and we liked the simplicity and ease of use that Acronis offered," said High.

THE BENEFITS: A MODERN BACKUP OFFERING, SUCCESSFUL MIGRATION, AND PRICING CONTROL

The primary benefits of choosing Acronis included having a modern, cloud-controlled backup offering that was a source of new revenue and attracted new customers. Additionally, the same offering added value by providing backups for its Hosted Exchange and Office 365 line of business.

Computer Doctors successfully migrated roughly 50% of its installed base off of Arcserve and onto Acronis in the first year, with about 50 machines still to be migrated in the coming months. The company now has over 49 TB under management across 29 servers, 19 virtual machines, and 18 workstations across over 40 clients.

"We liked the simplicity and ease of use that Acronis offered."

Stephen High, President

An additional benefit Computer Doctors noted was their ability to control pricing: "While we keep the Acronis branding on the offering, being able to put our own price tag on the solution has a real value in terms of profitability," said High.

ABOUT ACRONIS

Acronis leads the world in cyber protection; solving safety, accessibility, privacy, authenticity, and security (SAPAS) challenges with innovative backup, security, disaster recovery, and enterprise file sync and share solutions, running on hybrid cloud storage: on-premises, or in the cloud or at the edge. Enhanced by AI technologies and blockchain-based authentication, Acronis protects all data, in any environment, including physical, virtual, cloud, mobile workloads and applications. Today, 500,000 business customers, and a powerful worldwide community of Acronis API-enabled service providers, resellers, and ISV partners use these technologies. Acronis is trusted by 79 of the top 100 most valuable brands and has over 5 million customers, with dual headquarters in Switzerland and Singapore, Acronis is a global organization with 14 offices worldwide and customers and partners in over 190 countries. Learn more at acronis.com.

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