

Cycrest Systems benefits from the versatility of **Acronis** and integration with Kaseya

Eastern Washington MSSP simplifies operations and enhances reliability by adopting the Acronis ecosystem and integrating with Kaseya.

Cycrest Systems, a managed security service provider (MSSP) for more than 30 years, sought a direct partnership with Acronis after using Acronis solutions through Kaseya for over 15 years. Cycrest needed immediate access to new Acronis features without waiting for third-party integration updates.

Cycrest still integrates with its Kaseya RMM solution. The ability to integrate seamlessly and choose from a growing suite of ecosystem-ready tools empowers Cycrest to deliver better service and scale confidently.

THE SOLUTION

A direct Acronis partnership to use the Acronis Cyber Protect Cloud platform, integrated with Kaseya.

THE IMPACT

- Backup management time reduced from 10%–12% to less than 1% of total operations.
- Reliable backup that works without constant monitoring needs.
- Access to full feature set including Office 365 backup, cloud storage and disaster recovery.
- Improved client service through versatile backup options and backup locations, and enhanced reliability and security.
- Continued integration with the Kaseya RMM solution with the ability to connect with other ecosystem-ready solutions from Acronis.
- Direct and faster access to Acronis technical support teams.

KEY CHALLENGES:

- Need for integration between their existing RMM solution and current backup platform offerings.
- A way to increase the operational efficiency of technicians.
- Delays in ability to use new Acronis features and updates.
- Need for direct access to Acronis support teams.

KEY REQUIREMENTS:

- Access to latest Acronis features and updates without delays.
- Flexible backup options for diverse client needs (cloud, on premises, hybrid).
- Reliable migration support and dedicated customer service.
- Easy out-of-the-box integration with Kaseya.

CYCREST

“Because of our great relationship with Acronis, when it comes time for any of our tools to be reviewed, updated or exchanged, our first look is to the Acronis ecosystem.”

– Jonathan Ferraiuolo, CEO, Cycrest Systems, Inc.