

# Executech selects **Acronis** Cyber Cloud as its preferred customer backup solution

Service provider cites ease of use and centralized management of cloud backup and disaster recovery as key rapid growth enabler.

## BACKGROUND

Based in South Jordan, Utah with offices in Oregon and Washington, Executech is an outsourced IT company that has been in business for two decades and now services more than 600 SMBs across the West. Executech's services include creating and maintaining networks and databases, custom-building computers and servers, providing on-site and remote technical support, and delivering cloud services like Microsoft Office 365, backup, and disaster recovery. Executech has seen significant growth in the past several years, driven by strategic acquisitions and its cloud services offerings.

## THE CHALLENGE: FINDING THE RIGHT SOLUTION

Several years ago, Executech was working with Mozy and Carbonite as backup solution vendors. However, the company was limited by the file-level feature set and faced considerable challenges any time a workstation or server needed to be completely restored. In order to improve customer service, Executech needed to find a solution that offered full image backups and easily facilitated hardware restorations.

Furthermore, Executech wanted greater control over its backup environments and the ability to monitor and manage everything from a single interface. However, such a portal needed to be easy to use and administrate, as the company has more than 100 technicians that could be using the tool. Simultaneously, the backup solution needed to be robust enough to support the wide range of technology

## KEY CHALLENGES

- Existing vendors only offered file-level backups
- Data recoveries were unacceptably slow
- Clients had a wide range of platforms and operating systems to back up

## KEY REQUIREMENTS

- Full image backup capabilities
- Centralized manageability of all clients
- Easy for over 100 technicians to use

## PROTECTED RESOURCES

- 170 TB cloud storage; 150 TB local storage
- 300 Workstations
- 155 Servers
- 330 Virtual machines
- 700 Office 365 seats

## KEY BENEFITS

- Significant improvements in restore times with full image backups
- Immediate cost savings
- Minimal training required because of the ease of use
- Centralized visibility and reporting into all backup environments

platforms used by Executech customers. According to KC Kuhns, Director of Technical Operations, "Our clients have multiple physical servers, VMs, and various operating systems like Mac, Windows, and Linux. Many also have SQL databases that we manage."

Mr. Kuhns continues, "Based on these requirements, we narrowed down our selection to Acronis and Veeam. However, Veeam was way too complicated. We needed something that was easy for our technicians to understand and use. Veeam's administrative interface was convoluted and posed a lot of problems for training and scaling internally."

### THE SOLUTION: ACRONIS CYBER CLOUD

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

Through a single portal, Executech can manage all of their clients, enabling them to recover individual files, application data, or entire platforms. Acronis Cyber Cloud provides the flexibility for the company to restore its customers to the original or completely new destinations while managing data from a centralized location. Its integrated Acronis Disaster Recovery Cloud service was a natural addition and after it was proven to be valuable with a key financial services end-customer, it was added to Executech's services portfolio.

### THE BENEFITS: IMMEDIATE COST SAVINGS AND SERVICE ASSURANCE

Executech saw immediate feature enhancements, profitability, and growth by partnering with Acronis. Considering the pay-as-you-go nature of the solution, according to Mr. Kuhns, "Executech was making money with Acronis from the very first moment we launched it with clients plus we could do a full image backup. Once trained, our technicians immediately told clients we had a new preferred backup vendor, and we were able to exceed our minimum counts very quickly due to rapid adoption."

Executech still has some file-level data backed up with its legacy vendors, but the vast majority of its backup operations and all new business is powered by Acronis. With nearly 200 customers using Acronis, Executech has 170 TB of cloud storage and 150 TB of local storage being protected, along with 300 workstations, 155 servers, 330 VMs, and 700 Office 365 seats. Additionally, there is 5.5 TB of disaster recovery cloud storage being protected, and Executech has been enabling its customers to build disaster recovery plans without costly datacenter rack and tons of hardware. One such customer was in the financial services industry and was renting an expensive data center rack and managing duplicate hardware to comply with regulations. Executech engineers offered Acronis Disaster Recovery Cloud service that protected all critical workloads and passed the industry audit. Moreover, the customer was able to get rid of its legacy disaster recovery approach and save a substantial amount of money.

At the end of the day, Executech sees Acronis Cyber Cloud as an insurance policy for its clients. Mr. Kuhns notes, "In a backup or disaster recovery scenario, it is a 'make or break' moment in our relationship with clients. Knowing we can restore things quickly and easily with Acronis – the value behind this is really incalculable."

### 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](#).