

Dakar IT reduces service delivery time by 70% and achieves 80% faster response with **Acronis** RMM

Mexico City-based MSP ensures cyber resilience with proactive monitoring, automated patching and holistic endpoint visibility.



Dakar IT performed manual system monitoring and troubleshooting across their client base, which required multiple separate consoles. They needed robust remote monitoring and management (RMM) that was cost effective and offered flexible integration with third-party tools. Proactive protection was imperative to detect anomalies and avoid downtime.

THE SOLUTION

Acronis Cyber Protect Cloud natively integrates RMM, cybersecurity and data protection.

THE IMPACT

- Reduced service delivery time by 70%, improved response times by up to 80% and saved 50% on operating expenses.
- Replaced previous solutions with Acronis RMM that's 99% more effective at satisfying security compliance than the previous solution.
- Achieved greater control of endpoints with a prevention-first approach.

KEY CHALLENGES:

- Manual monitoring and troubleshooting led to long response times.
- Reactive monitoring led to problems that were only discovered when users reported them.
- Limitations with other third-party remote access tools include lack of integration, complex user experience and high operating costs.

KEY REQUIREMENTS:

- Real-time monitoring, remote management and automated patching.
- Unified console and single agent for RMM, cybersecurity, backup, and disaster recovery, with proactive, anomaly-based monitoring.



“We have significantly optimized service delivery. We reduced service delivery time by 70% and improved incident response times by up to 80% with a centralized platform offering automation, proactive real-time monitoring and scalability.”

Barbara Sanchez, Directora Comercial, Dakar IT

ABOUT DAKAR IT

Dakar IT is an IT security, IT infrastructure and business solutions managed service provider with over 15 years of experience. With a proudly Mexican team, their staff of highly qualified professionals, excellent business advisors and security awareness training specialists deliver premium quality services to clients.

