Nsyne Systems & Solutions replaces a third-party desktop management tool with **Acronis** RMM and saves time

Karnataka-based MSP is 100% more confident in delivering immediate incident response with integrated Acronis EDR and RMM.

Nsyne Systems & Solutions is an IT infrastructure services and solutions company based in Karnataka, India. Nsyne used a third-party desktop management tool to deliver remote desktop and assistance, but it lacked advanced features and integrations. Juggling separate tools became cumbersome to manage.

Needing to centralize patching, proactive monitoring, disaster recovery, backup, remote desktop and EDR, Nsyne chose Acronis Cyber Protect Cloud for its user-friendly platform and natively integrated approach. After switching to Acronis RMM and EDR, Nsyne engineers have saved a significant amount of time in patching and are 100% more confident in responding to incidents.

THE SOLUTION

Acronis Cyber Protect Cloud with RMM, including patch management, remote desktop and assistance and EDR / XDR.

THE IMPACT

- Improved engineers' confidence level in responding to incidents quickly by 100%.
- Increased efficiency and devices managed per technician.
- Strengthened clients' security and eliminated incidents of hacking, viruses and cyberattacks.

KEY CHALLENGES:

- Previous desktop management tool lacked advanced features and integration capabilities.
- Complex management hindered engineers from checking alerts promptly.
- Manual patching and scripting decreased operational efficiency.

KEY REQUIREMENTS:

- Centralized patch management, remote desktop and support, EDR and data protection.
- An integrated solution that is user friendly, easy to manage and quick to set up.
- Automated patch management to alleviate engineers of tedious tasks.

"It automates many routine tasks such as patch management, system updates, monitoring and backup, which saves significant time for our engineers. The main thing I found is that compared to any other tools that we used before, Acronis saved us a lot of time."

Ramachandran N.C., Director, Nsyne Systems & Solutions

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www.acronis.com