Rackone spurs growth and simplifies processes with **Acronis** Cyber Protect Cloud Security + XDR

[Rackone](#) provides cloud hosting, including web hosting and cloud backup and infrastructure. Based near Venice in Noventa di Piave, Italy, Rackone has more than a decade of experience hosting and providing cloud-based services. The company also owns a data center located in Italy.

THE CHALLENGE

Luis Casagrande is data center manager at Rackone. According to Casagrande, Rackone had to use multiple tools to administer services for clients. As a result, serving clients was a complex process that required hiring expensive experts.

"The main challenges were complexity and the skills required to provide service for clients," Casagrande says. "The technician needed to be skilled in many platforms, and that was really challenging for us. Complexity is the enemy of security. We needed something simpler."

Using multiple tools and managing an expensive team of experts limited Rackone's ability to expand services and grow revenue. Customer onboarding was also a long and difficult process.

KEY CHALLENGES

- Reliance on expensive technical experts to run multiple tools.
- Difficulty onboarding both clients and technicians.
- Limited growth from having to manage multiple tools to serve clients.

KEY REQUIREMENTS

- A unified solution to replace multiple tools.
- Faster, easier client onboarding.
- Greater efficiency to spark growth.

PROTECTED RESOURCES

- The company's own data center in Italy.
- Multiple clients.

KEY BENEFITS

- Accelerated growth with a natively integrated EDR + XDR solution.
- Less reliance on expensive technical expertise.
- Faster, easier client onboarding.

THE SOLUTION

Casagrande decided to implement Acronis Cyber Protect Cloud Security + Extended Detection and Response (XDR), as well as Acronis Cyber Protect Cloud Security + Endpoint Detection and Response (EDR). The relationship was immediately positive.

"Acronis was ready to answer questions for us and be there when we needed them," Casagrande says. "We have a really close relationship."

> "The Acronis Academy empowered us with all the things we needed to know; not only for selling to clients, but for managing and using the technology going forward."

Rackone

The Acronis platform also delivered what Rackone needed to overcome its challenges with client service and onboarding. Casagrande cites integration with other tools as a major advantage of Acronis.

"Acronis solutions helped us to solve problems we had with previous technology," he says. "Acronis Cyber Protect Cloud is a good platform, and it's evolving very rapidly."

Rackone also took advantage of the Acronis Academy to get up to speed quickly and simplify onboarding and management.

THE RESULTS

After implementing Acronis Cyber Protect Cloud with EDR and XDR, Rackone no longer needed to use multiple tools to administer services for clients. As a result, the company didn't need to hire expensive experts trained in specific technologies.

"The learning curve for technicians is much, much easier," Casagrande says. "Onboarding for both customers and technicians is much quicker."

"Efficiency has led to growth, and thanks to our relationship with Acronis, we are growing much, much faster than before," Casagrande says.

Rackone has also adopted Acronis Advanced Backup and Acronis Advanced Email Security from the Acronis Cyber Protect Cloud platform.

"We try to use all of the tools the platform gives us," Casagrande says.