

The Acronis logo is displayed in white text on a dark blue background. To the left of the logo is a large, stylized graphic of a server rack composed of blue cubes and a central stack of server units.

# Ornate Informatics reduces false positives with **Acronis** Advanced Security + EDR

Kolkata-based MSP enhances security management and eliminates 80%–90% of manual tasks with Acronis Cyber Scripting.

## INTRODUCTION

Based in Kolkata, India, Ornate Informatics Pvt. Ltd. is a managed service provider (MSP) and Gold Service Partner of Acronis that offers support and services to businesses of all sizes. Founded in 2004, Ornate Informatics focuses on adapting to their clients' unique business needs and enabling them to concentrate on their core functions. Ornate Informatics' mission is to strengthen their clients' IT infrastructure and secure their networks, connected devices and sensitive data against cybercriminals and prying eyes.

Ornate Informatics' team takes pride in delivering top-notch solutions and services with four key areas in mind: customer service excellence, robust and strategic approaches, flexible pricing and compliance, and security assurance. Ornate Informatics has a full range of services, including data center, network and cybersecurity management; web and email hosting; software migration and deployment; break-fix hardware; and data protection.

## THE CHALLENGE

Many of Ornate Informatics' clients faced challenges protecting ever-changing, diverse IT environments, including a hybrid workforce. The company used multiple single-purpose products to protect their clients, but it became cumbersome to manage all these solutions over time, both for their technicians and clients using the tools directly.

## KEY CHALLENGES

- Complicated cybersecurity and data protection management.
- High false positive rates consumed time and resources to investigate.
- Multiple point solutions were cumbersome to manage.

## KEY REQUIREMENTS

- Simplify cybersecurity management and consolidate vendors.
- Protect diverse IT environments, including Windows, Linux, Mac, virtual machines, iOS and Android.

## PROTECTED RESOURCES

- More than 600 Windows workloads and 200 Mac and Linux workloads.
- More than 100 Android and iOS devices.

## KEY BENEFITS

- Reduced false positive alerts.
- Centralized and unified cybersecurity, data protection and endpoint management.
- Peace of mind that in-office and work-from-home clients are comprehensively protected.



According to Koustov Choudhury, Director of Service Delivery and Strategic Planning, Ornate Informatics, illegitimate errors or bugs in their previous cybersecurity solutions led to high false-positive detection rates that required considerable time and effort to investigate. Mr. Choudhury and his team not only recognized the importance of advanced cybersecurity measures, but also the criticality of detection and alerting accuracy.

For Mr. Choudhury and his team, it became apparent that they needed a new cybersecurity and data protection solution that would reduce false-positive alerts, consolidate their technology stack and simplify management. And they needed a solution that could be set up, managed and monitored remotely.

## THE SOLUTION

Mr. Choudhury noted a remarkable shift in EDR, XDR and MDR markets in recent years, including the move toward AI- and ML-based protection. “In the last two to three years,” Mr. Choudhury said, “there had been a huge evolution in EDR, XDR and MDR. These advanced

cybersecurity solutions emerged on the market, as well as at Acronis.”

Acronis Cyber Protect Cloud with Advanced Security + EDR unifies cybersecurity, data protection and endpoint management. With a single user-friendly console, it enables MSPs to maximize operational efficiency and protection without complicated management or IT headaches. Citing the solution’s unified approach to cybersecurity and data protection, Mr. Choudhury and Ornate Informatics determined that Acronis Cyber Protect Cloud with Advanced Security + EDR was the best fit.

“The first thing that clients like about Acronis Cyber Protect Cloud,” Mr. Choudhury said, “is the single management console that helps administrators or clients easily and smoothly manage their entire environment. For instance, with log analysis and other features, the AI- and ML-based capabilities help you identify and prioritize threats and take preventive action. It helps clients to reduce human efforts to manage enterprises.”



“In the console, they get a 360-degree view of their entire security posture for their environment. That’s a wonderful benefit of Acronis that I always recommend to clients.”

**Koustov Choudhury, Director of Service Delivery and Strategic Planning, Ornate Informatics Pvt. Ltd.**

Acronis Advanced Security + EDR uses AI-enhanced capabilities to empower MSPs to identify, protect, detect, respond to and recover their clients from complex cyberthreats. The solution fully aligns with the NIST Cybersecurity Framework, including the newest function, Govern. This helps Ornate Informatics and their clients gain critical visibility into attack surfaces, improve protection and reduce cyber risk.

## THE RESULTS

With Acronis Advanced Security + EDR, Ornate Informatics has improved security management efficiency and reduced false positive alerts, eliminating time spent investigating illegitimate issues. According to Mr. Choudhury, Advanced Security + EDR has helped his team swiftly identify and respond to threats.

Ornate Informatics also simplified patch management and other tedious security tasks with Acronis Advanced Management, an endpoint management and RMM solution. Integrated into Acronis Cyber Protect Cloud,

Acronis Advanced Management enables the Ornate Informatics team to accelerate operations and save time with automated features, including automated patch management and Cyber Scripting.

“With Acronis Cyber Scripting,” explained Mr. Choudhury, “our clients report having reduced almost 80%–90% of manual jobs in their IT infrastructure.” According to Mr. Choudhury, clients used Bash scripts to run, start and schedule tasks, which required administrators or field staff to travel to physical servers to initiate or restart services. “After we introduced Acronis Cyber Scripting,” Mr. Choudhury said, “our clients and technicians saved time and reduced the risk of human error as well.”

Mr. Choudhury also noted that Acronis Cyber Protect Cloud is an ideal solution for businesses with hybrid work models. “For our clients that may have employees traveling or working from home,” Mr. Choudhury said, “we recommend Acronis. With a SaaS-based solution, we found that it works irrespective of our clients’ and their employees’ network location.”







“Clients love it. They are able to understand the console easily. Our clients are all very familiar with the features, capabilities, Power BI reporting structure and intuitive console. They are happy with the look, feel, usability and accessibility. Overall, they love the console.”

**Koustov Choudhury, Director of Service Delivery and Strategic Planning,  
Ornate Informatics Pvt. Ltd.**

Ornate Informatics is now using additional solutions in the Acronis Cyber Protect Cloud ecosystem, including Advanced Data Loss Prevention (DLP) and Advanced Backup. And many members on Ornate Informatics' team have earned Acronis Academy certifications and continue to strengthen their in-demand MSP skills.

