

# Acronis improves partner training and increases revenue with SIT Alemira

## Acronis

No. of LMS Users:  
**2000**

No. of Virtual Lab Learners:  
**10,000**

Access/ Location of Learners:  
**Global**

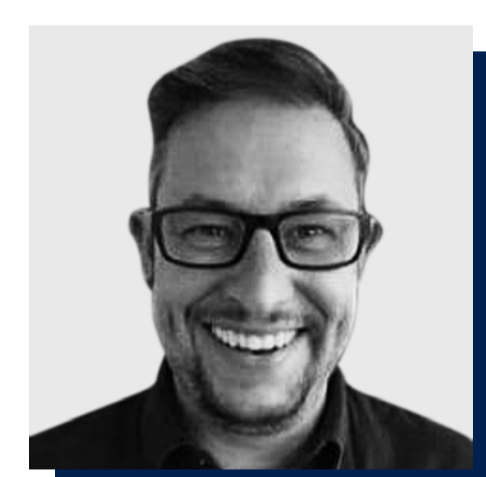
No. of courses and labs:  
**200**

SIT Alemira Learning Solutions deployed

- **Learning Management System (LMS)**
- **Virtual Lab**



... with SIT Alemira Virtual Lab, students can follow live demos and do live testing on their own. This makes trainings more 'real' and the learning success rate is much higher. Feedback from our students is positive - they appreciate the possibilities of having a real live testing. These labs are making our trainings much more interactive.



**Markus Bauer**  
Technology Evangelist  
EMEA of Acronis

### Overview

Acronis specializes in cyber security and protection and believes that data, applications, systems and productivity of every organization should be protected against loss, theft, and downtime, whether caused by cyberattacks, hardware failure, natural disaster or human error. Dedicated to protecting every workload, Acronis created the only all-in-one cyber protection solution for environments of any size – and solved the safety, accessibility, privacy, authenticity, and security (SAPAS) challenges of the modern world. With an increasingly global network, Acronis needed to streamline training processes to ensure partners and

employees were able to deliver top-notch support to customers to better inform them on Acronis products and offer the best in cyber protection. To do so, Acronis deployed the SIT Alemira Virtual Lab and the Learning Management System (LMS).

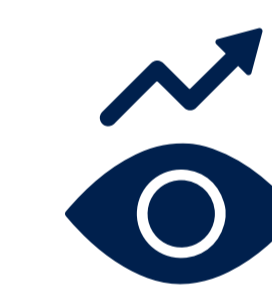
### Key Results



**104% increase in revenue** within the 1st year after the successful implementation of Partner trainings



**23% reduction in support requests** from Partners with improved depth of product knowledge through active learning



**Improved engagement** and depth of knowledge with hands-on training for Acronis partners globally.



**84% of learners** found the lab useful in helping them **deepen their understanding** of what was being taught in the course\*



**Improved productivity** as courses and labs can be updated seamlessly without having to recreate them from scratch.

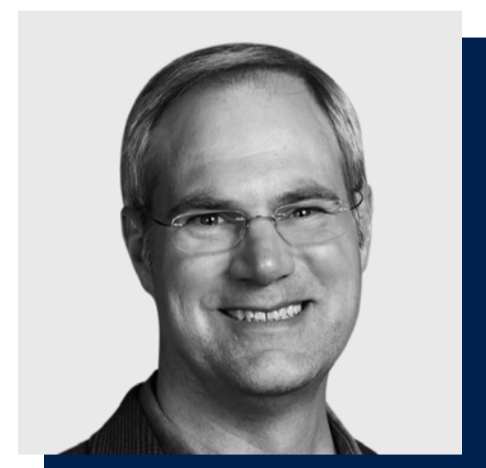


## Challenges

In a discussion with Markus Bauer, Technology Evangelist at Acronis EMEA, he shared that the challenges he faced included:

- Inconsistent learning experience for our partners and employees. Our previous trainings were theoretical and static with PowerPoint presentations. Although there were live demos, learners were not able to learn hands-on.
- Tedious and time-consuming to set up a training environment. It took more than 2 hours each time.
- Time-consuming to recreate labs from scratch each time. As with any SaaS product, Acronis products must be updated constantly.

**SIT Alemira's Learning Solutions helps us to better train the Acronis global ecosystem. It enables us to provide real use cases and live scenarios and scale significantly the number of partners we onboard.**



**Righter Kunkel**

Head of Acronis  
#CyberFit Academy

## Solution

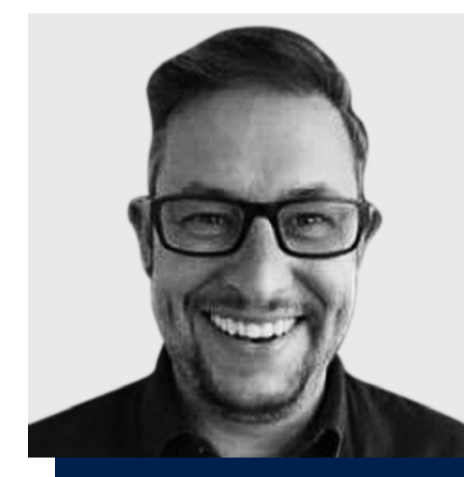
With SIT Alemira, Acronis was able to transform training from a passive approach to an interactive learning experience. The Acronis team were able to create simulated real-world scenarios and the learners were able to learn by doing and testing in live environments. This has allowed Partners and employees to deepen their knowledge of the products.

\*Based on a survey of ~500 Acronis partners in 2021.

During the COVID-19 pandemic, the team at Acronis experienced limited disruption and were able to continue scaling their training and onboard partners globally. SIT Alemira's Learning Solutions are cloud-based and therefore, are accessible and available on-demand, 24/7.

Productivity was improved as SIT Alemira's Learning Solutions enabled Acronis to update courses and labs seamlessly throughout the product update cycle. This resulted in reducing production effort, keeping courses up to date and shortening time to market.

**In the past, I was not able to deploy a virtual machine for our students. Only a tenant in our Cyber Cloud was possible, which previously took me more than 2 hours to deploy. Now, with SIT Alemira, I've managed to create virtual labs for all our trainings. Every student can access them, when needed.**



**Markus Bauer**

Technology Evangelist  
EMEA of Acronis

Advised by leading-edge education experts, SIT Alemira delivers hands-on learning experiences and real results, leading to a continuous and easy-to-implement stream of relevant training tools and live content for customers worldwide.

## Future Plans

Moving forward, Acronis is looking to add new courses and provide them in other languages.