

Veliko Tarnovo Municipality implements automated backup and recovery solution reducing capital investment

Bulgarian city switches to Acronis Cyber Protect Cloud with Advanced Backup, replacing custom scripts with complete cyber protection

Background

Located in the central part of Northern Bulgaria, Veliko Tarnovo has a population of around 72,000. It is the 15th largest city in the country, and the Yantra River, one of Bulgaria's longest, meanders through the town.

Like many government agencies, Veliko Tarnovo Municipality had an antiquated backup system. The agency lacked automation and used custom scripts to run manual backups of their main physical servers with only local archiving capabilities.

The challenge

"We needed an automated backup and recovery solution that didn't require a large capital expenditure," stated Pavel Hristov, Ph.D., Head of the IT department of Veliko Tarnovo Municipality. "In addition, we wanted a higher-level cybersecurity to protect our constituents' data, and we got that with Acronis Active Protection."

As a public agency, Veliko Tarnovo Municipality is entrusted with sensitive constituent and personnel data. That puts it under the scrutiny of compliance regimens like GDPR — aimed at protecting sensitive private data and at risk of fines and other sanctions if it fails to protect that data against theft, tampering or loss. Municipalities face dual pressures: they must defend themselves against cyberattacks like ransomware that seek to profit from their privacy protection obligations and must preserve the trust of their constituents. Veliko Tarnovo was licensing a legacy, signature-based antivirus product along with a manual backup and needed to protect its data further, thus requiring a more robust cyber protection solution.

Key challenges

- Limitations due to lack of server backup automation
- Required assistance with monitoring virtual machines (VMs) and servers
- Limited cybersecurity protection with the existing solution

Key requirements

- Automate schedule-based backup
- Deploy an agentless recovery solution
- Implement cybersecurity protections

Key benefits

- Optimized budget by converting depreciating capital expenditures with fixed monthly operating expenses
- Increased its #CyberFit score to 625/850 by improving its cybersecurity posture
- Reaped efficiencies with a single, integrated console and agentless backup
- Secured constituents' sensitive data

Protected resources

- Microsoft Hyper-V environment
- 3 physical servers
- 19 virtual machines

The solution: Acronis Cyber Protect Cloud with Advanced Backup

Veliko Tarnovo Municipality partnered with managed security service provider Diamatix to implement Acronis Cyber Protect Cloud with Advanced Backup and Active Protection. The implementation took Diamatix only three days, including a demo session for the city's IT personnel.

The same Acronis agent that handles backup and recovery uses artificial intelligence to monitor a machine's data operations in real time. It constantly scans data input and output activity to identify anomalous or suspicious activities typical of ransomware and other malware attacks, such as the mass encryption of files. For example, if a process tries encrypting data or injecting malicious code, Acronis Active Protection immediately stops that process and notifies the admin that it has identified suspicious activity. The administrator then chooses to block that activity by adding it to the denylist, or enable it by adding it to the allowlist. If any files were altered or encrypted before the attack was detected and terminated, Acronis Cyber Protect Cloud automatically restores them from a local cache — thereby undoing any adverse effects of the attack.

The city now has an automated, scheduled-based backup, recovery and cybersecurity solution that supports Veliko Tarnovo's 19 virtual machines and three physical servers. Monthly and weekly backups of over 1.30 TB are seamlessly and automatically executed to cloud archive storage. Diamatix provides support and monitoring services and oversees backup and recovery to and from a secure cloud location in Frankfurt, Germany.

The benefits: IT efficiency, compliance and higher #CyberFit score

Implementing Acronis Cyber Protect Cloud with Advanced Backup and Active Protection has dramatically increased Veliko Tarnovo's IT efficiency, compliance and #CyberFit score. Before implementation, the municipality's IT department was manually running backup scripts, but now can rely on a fully automated backup regimen. The team now secures all sensitive constituent data and increases compliance by adding

cybersecurity and offsite backups via the cloud. Raising its cybersecurity posture has elevated Veliko Tarnovo's #CyberFit score to 625/850.

Other benefits include cost-effectively offloading support, reporting, monitoring and other professional services to Diamatix. "Our future plans include implementing endpoint advanced protection for all workstations using Acronis products with assistance from Diamatix," said Hristov.

"The combination of Diamatix professional services and Acronis Cyber Protect solution provides Veliko Tarnovo Municipality with a healthy and CyberFit environment."

**Pavel Hristov, Ph.D.,
Head of the IT department**

About Acronis

Acronis unifies data protection and cybersecurity to deliver integrated, automated [cyber protection](#) that solves the safety, accessibility, privacy, authenticity, and security ([SAPAS](#)) challenges of the modern digital world. With flexible deployment models that fit the demands of service providers and IT professionals, Acronis provides superior cyber protection for data, applications, and systems with innovative next-generation antivirus, [backup](#), [disaster recovery](#), and endpoint protection management solutions powered by AI.

Founded in Singapore in 2003 and incorporated in Switzerland in 2008, Acronis now has more than 2,000 employees and offices in 34 locations worldwide. Learn more at [acronis.com](#).