Veeam Backup
for Microsoft 365

Customer Success Stories

Eliminate the risk of Microsoft 365 data loss with Veeam

With Microsoft 365, it's your data — you control it — and it's your responsibility to protect it.

With Microsoft 365 becoming the most widely used company collaboration platform, IT teams are paying attention to the large amounts of business-critical and confidential data that's stored and shared on the platform.

But it's not just about backup and security. It's also about fast data retrieval and restoration that enables organizations to quickly access the data they need and restore with immediacy should a disaster strike. **According to ESG, 53% of surveyed organizations stated that they experienced data loss in SaaS applications in the last 12 months.**

Veeam® Backup *for Microsoft 365* eliminates the risk of losing access and control over your Microsoft 365 data, including Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams so your data is always protected and accessible.

The following customer stories demonstrate how Veeam Backup *for Microsoft 365's* capabilities deliver complete protection of Microsoft 365 data and allows you to securely back up your data to any location.

North America

- **Arizona Health Care Cost Containment System (AHCCCS)** finds scalable, reliable and affordable cloud-ready data protection with Veeam.

- **London Drugs** deploys Veeam to ensure 100% customer satisfaction.

- **SmartBank** chooses Veeam for huge IT savings and ensures excellent regulatory compliance.

- **Enloe Medical Center** thwarts a ransomware attack and speeds up data restore by up to 99%.

- **California Dairies, Inc.** deploys Veeam to protect Microsoft 365 data and mitigate cyberattacks.

Europe

- **VNOG** bounces back from a ransomware attack by slashing data recovery times from weeks to hours.

- **Admiral** recovers 90% faster and futureproofs data protection.

- **Natali Healthcare Solutions** supports round-the-clock emergency care with Veeam.

- **Asda** mitigates the risk of multi-million-pound downtime with rapid recovery from Veeam.

- **SodaStream** simplifies backup management and saves the equivalent of a part-time position of work.

APJ

- **AUCloud** safeguards Australian government data with Veeam.

- **Gammon Construction** futureproofs its digital innovation strategy.

- **Inchcape** saves millions of dollars' worth of transactions and eliminates costly outages.

- **James Cook University** ensures 100% data availability for students, faculty and staff.

- **Jebsen Group** builds resilience against cyberattacks with Veeam.

SmartBank provides customers with ultra-reliable, secure banking services supported by Veeam

Company:

Founded in 2007, SmartBank is a full-service commercial bank that provides banking, investment, insurance and mortgage financial services with 40 branches spanning Tennessee, Alabama and Florida. Recruiting the best people, delivering exceptional client service, strategic branching and a disciplined approach to lending contributed to SmartBank's success.

Challenge:

Customers expect fast, easy access to their bank accounts anytime, anywhere. To deliver always-on services to customers securely and cost-effectively, SmartBank decided to replace its costly third-party backup services with an in-house backup and recovery environment that's powered by Veeam. This drove huge IT savings and ensured excellent regulatory compliance.

"With Veeam, we can rest assured that we can always keep our banking services running and can recover them quickly after a disaster event. Ultimately, this helps boost customer satisfaction and trust in our bank."

— Daniel Hereford
CIO,
SmartBank

Results:

- Supports always-on availability, helping SmartBank ensure their customers can access their accounts 24.7.365.

- **25% reduction in total cost of ownership since moving backup and recovery activities in-house.**

- Supports regulatory compliance with granular backup reporting.

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North America — United States

Enloe thwarts a ransomware attack and speeds data restore by up to 99% with Veeam

Company:

Located in Chico, CA in the U.S., Enloe Medical Center (Enloe) is a Level II trauma center and air ambulance service. For over 100 years, this nonprofit hospital has served the population of Northern California. It offers a range of services including cardiac surgery, neurosurgery, orthopedics, joint replacement, cancer care, maternity care, women's services and bariatrics.

Challenge:

At Enloe, the patient always comes first, and technology is a key enabler for front-line services. Enloe's IT team works tirelessly behind the scenes to ensure patient data is both comprehensively secured and easily accessible. To enhance business resilience while reducing the resources spent on administration, the hospital targeted a new approach to data protection that would strengthen its defenses against threats like cyberattacks.

"By investing in better data protection with Veeam, we were prepared when we experienced a cyber incident. Thanks to Veeam, we responded and recovered efficiently and expertly, allowing our hospital operations to continue providing excellent patient care."

— Eric Addington
Manager of Systems Infrastructure
Enloe Medical Center

Results:

- **Cut data restore times by as much as 99% from two weeks to an hour,** contributing to greater employee productivity.

- **Saved 20 hours per week on backup administration,** boosting operational efficiency.

- **Avoided paying a ransom by** recovering data with Veeam.

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North America — Canada

London Drugs deploys Veeam to ensure 100% customer satisfaction

"Veeam helps keep our stores fully operational while protecting our supply chain. High availability and business continuity are critical for our company, and Veeam delivers both."

— Raymond Chew,
IT Manage,
London Drugs

Company:

London Drugs Limited is one of the largest drugstore retailers in Canada. The company serves more than 45 million customers online and in over 75 stores across Alberta, British Columbia, Manitoba and Saskatchewan. Founded in 1945 and based in British Columbia, London Drugs employs approximately 8,000 people.

Challenge:

There's a reason London Drugs is one of Canada's most trusted brands. The company is 100% Canadian owned and focused on customer satisfaction. To ensure customer satisfaction, stores must remain open and operational. So, when maintaining high availability for the IT systems that support the stores became a challenge, London Drugs deployed Veeam. Over time, the company extended Veeam data protection across the entire enterprise.

Results:

- Enables the **immediate recovery of critical IT systems** that support all stores.

- Protects enterprise systems to **ensure business continuity** across the company.

- Offers a self-restore portal so users can **maintain fast access to Microsoft 365 data**.

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North America — United States

California Dairies, Inc. deploys Veeam to protect Microsoft 365 data and mitigate cyberattacks

"Veeam is our emergency parachute. For more than a decade it's been Veeam recovery to the rescue."

— **Matthew Prieto,**
 Director of Infrastructure and Security,
 California Dairies, Inc

Company:

California Dairies, Inc. (CDI) is the largest farmer-owned milk processing co-op in California that produces approximately 40% of the state's milk and 20% of the nation's butter. This #1 dairy processing co-op in the #1 dairy state was founded in 1999 and is headquartered in Visalia, CA.
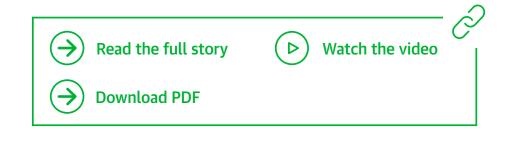
Challenge:

CDI is comprised of more than 300 dairy farms that produce nearly 17 billion pounds of milk each year that CDI processes to make butter, fluid milk products and milk powders. CDI needed a solution that could protect their critical Microsoft 365 data with fast and reliable restore options to mitigate cyberattacks.

Results:

- **Protects critical data** used to collect, market and process milk.

- **Ensures business continuity** through verified disaster recovery (DR) strategies and testing.

- Fast-tracks multi-cloud data protection and offers **added ransomware resilience**.

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North America — United States

Veeam protects data, helping Arizona's Medicaid agency provide healthcare to 2.3 million residents

"Maintaining system continuity is essential to our agency's mission. Veeam helps us maintain system continuity through reliable and scalable data protection, whether that data is on-premises, in Azure or in Microsoft 365."

— **Anthony Flot,**
   Chief Information Security Officer,
   Arizona Health Care Cost Containment System

Company:

The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency. AHCCCS provides healthcare services to individuals and families who qualify based on income and other requirements. Founded in 1982, the agency is based in Phoenix, AZ, employs approximately 1,000 people and serves more than 2.3 million Arizonans each year.

Challenge:

To provide healthcare services to those in need, AHCCCS must maintain system continuity within their IT environment. When Arizona introduced a policy to move IT environments to the cloud, AHCCCS explored backup options that could easily support system continuity and migrations to Microsoft Azure and Microsoft 365. The challenge was finding scalable, reliable and affordable cloud-ready data protection.

Results:

- Maintain system continuity to ensure continual provision of healthcare services to over two million residents.

- Support **migrations to Azure and Microsoft 365** with reliable, scalable backup.

- **Reduced annual operational expenses** and technical support costs.

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Europe — Netherlands

VNOG bounces back from a ransomware attack by slashing data recovery times from weeks to hours

Company:

Veiligheidsregio Noord- en Oost- Gelderland (VNOG) is one of 25 safety regions in the Netherlands. Through 56 fire stations in the North and East Gelderland area, VNOG provides essential fire-fighting services and assistance in the event of accidents, disasters and crises. As well as responding to catastrophes, VNOG works with organizations including the police, the Ministry of Defense, the Dutch Public Prosecution Service and other public sector agencies to prevent fire, damage from extreme weather and cybercrime.
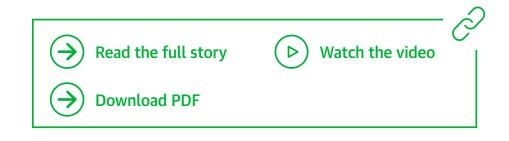
Challenge:

To power effective decision making under pressure, VNOG's teams rely on digital navigation systems in their fire trucks and incident details that are displayed on tablets. If these systems were to go down and data is unavailable — even for seconds — people's lives and livelihoods could be put at risk. When a ransomware attack drew VNOG's attention to vulnerabilities in its IT environment, they decided it was time to step up its cyber resilience strategy with better data protection measures.

"Ransomware is a growing threat. Veeam gives us extra layers of resilience so we can continue to pursue our mission: Keeping the 870,000 citizens of North and East Gelderland safe."

— **Edwin Moraal,**
Chief Information Security Officer,
Veiligheidsregio Noord- en Oost-Gelderland (VNOG)

Results:

- **Facilitates full data restores within 12 hours rather than weeks** and minimizes the potential impact of ransomware incidents on emergency services.

- Enables comprehensive, daily backups of VNOG's entire IT environment the first time which **dramatically reduces the risk of data loss**.

- Gives VNOG access to specialized data backup and restore expertise which **strengthened the organization's cyber resilience**.

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Europe — United Kingdom

Admiral salutes Veeam for protecting data that supports their customers' experience

Company:

Admiral is the largest car insurance company in the United Kingdom. Founded in 1993 and headquartered in Wales, Admiral offers motor, household and travel insurance and lends products to millions of customers. Admiral is part of Admiral Group plc, a Forbes Global 2000 and FTSE 100 company that employs 11,000 people globally.

Challenge:

Admiral's top business priority is providing the best customer experience. So, when the company's IT team found an even better way to protect their data that supports the customer experience, they replaced their legacy solution.

"As an insurance company, we must meet regulatory compliance requirements and protect the business from malicious cyberattacks. Veeam helps us ensure our IT infrastructure is protected and our data is safe."

— **David Loveless,**
Infrastructure Manager,
Admiral

Results:

- Helps protect an exceptional customer experience and support FCA compliance.

- Ensures reliable backup, **90% faster recovery** and future-proofs data protection.

- Enables **immutability for ransomware resilience and saves significant money**.

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Europe — Israel

Natali Healthcare Solutions support round-the-clock emergency care services with Veeam

Company:

Natali Healthcare Solutions is the leading company in Israel for home medical and assistance services with over 30 years of knowledge and experience. The company offers a wide range of medical and non-medical services, including distress and panic buttons, telemedicine, cardiac services, doctor home visits, ambulance services, nursing and caregiving, community services and more.

Challenge:

Natali manages mission-critical and mission-essential systems that use on-premises data centers as well as cloud-based platforms. Approximately 95% of the company's IT systems are virtualized and run on hundreds of VMware virtual machines (VMs) that are hosted on dozens of bare-metal servers. The aim was to deliver a lower recovery time objective (RTO) and recovery point objective (RPO) for the VMs that host our mission-critical systems. At the same time, we wanted to keep backup processes straightforward and easy to manage.

"Our subscribers rely on Natali's digital systems to alert us to urgent care needs, so looking after these systems is a massive responsibility. Veeam is definitely helping me sleep easier at night with the knowledge that our IT platforms are always protected."

— **Ofir Levi,**
   CIO,
   Natali Healthcare Solutions

Results:

- **Reduced RPOs and RTOs** for mission-critical healthcare systems.

- Enables **rapid data recovery** for everything from individual files to entire VMs.

- **Streamlines backup processes** that allow a lean team to manage a growing environment.

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Europe — United Kingdom

Asda mitigates the risk of multi-million-pound downtime with rapid recovery from Veeam

"We want to avoid having 10 times the number of support staff, which means we need to make backup and recovery tasks 10 times easier. With Veeam, we can put powerful data restore capabilities in our employees' hands, which allows us to keep our IT headcount lean."

— Mat Cox,
    Senior Server Engineer,
    Asda

Company:

Headquartered in Leeds, England, Asda is a leading British supermarket chain with 660 stores across the UK. Asda employs more than 145,000 people and is one of the country's largest supermarkets that serves more than 18 million customers each week.

Challenge:

As Asda prepared to divest from its former parent company, Walmart, the organization needed to take over data protection activities for over 2,000 hosts and 3,000 VMware VMs that underpin its business. Asda looked for a way to deliver effective backup and restore its mission-critical systems without sending IT headcounts through the roof.

Results:

- Offers self-service feature that are projected to **cut IT helpdesk volumes by over 50%.**

- Delivers clear visibility of backup issues that help ensure full recovery.

- **Enables recovery within minutes** and meets and exceeds RPOs and RTOs.

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Europe — Israel

Veeam puts the sparkle in data protection for SodaStream

"Veeam is the only solution we considered that provides more than backup. Veeam extends DR to Azure so we can restore critical systems fast."

— **Hen Ron,**
Global Infrastructure Manager and Chief Information Security Officer, SodaStream

Company:

SodaStream is the number one sparkling water brand in the world. The company's carbonation systems, which are available at over 80,000 retail stores across 45 countries, let consumers transform ordinary tap water into sparkling water at the touch of a button. Founded in 1903, SodaStream is based in Israel and employs 2,000 people worldwide. SodaStream is also part of PepsiCo, a Fortune 100 company.

Challenge:

SodaStream is revolutionizing the beverage industry by empowering people to make sparkling water at home, saving the planet from billions of single-use plastic bottles each year. The company manufactures millions of carbonation systems and reusable bottles, so the IT systems that support manufacturing must be protected. SodaStream's challenge was slow recovery, which threatened the availability of critical systems.

Results:

- Provides secure, enterprise-ready backup to Microsoft Azure for disaster preparedness.

- Simplifies backup management, which **saves the equivalent of a part-time position**.

- **Saves $25,000 in tape costs each year** and complies with SOX.

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Australia and New Zealand

AUCloud safeguards Australian government data with Veeam

Company:

AUCloud is Australia's sovereign cloud Infrastructure-as-a-Service (IaaS) provider that's exclusively focused on the Australian government and Critical National Infrastructure (CNI) communities.

Challenge:

As an IaaS provider that serves government and CNI communities, data availability and retention are crucial to AUCloud's clients, especially with classified information on the line. The loss or disruption of this information could have severe impact on national security and pose significant threats to the nation's public sector service delivery. AUCloud needed a cost-effective data management and backup solution that was both easy to deploy and could back up customer email, SharePoint and Microsoft 365 systems to appropriate data classifications. This means mission-critical operations can continue no matter what.

> "Veeam not only enables the restoration of our data in the event of a disaster, but it also protects our virtual infrastructure, which makes up 98% of our operations. Veeam's Cloud Data Management solution simply enables us to do business."
>
> **— Peter Zafiris,**
>   Head of Compute, Storage and Backup,
>   AUCloud

Results:

- 98% of internal business is safeguarded with Veeam and Cisco.

- **Cost effective and seamless** backup for AUCloud's customers across multiple platforms.

- **Instantaneous recovery** saves time and money, increasing productivity.

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Asia — Hong Kong

Gammon Construction futureproofs its digital innovation strategy with Veeam

Company:

Headquartered in Hong Kong, Gammon has a reputation for delivering high-quality projects throughout China and Southeast Asia. Its integrated business focuses on civil planning, buildings, foundations, electrical and mechanical services, facade and interior works and design. Its construction services division also provides considerable plant and steel fabrication and concrete production capabilities. With an annual turnover of 2.5 billion USD and over 7,000 staff, Gammon has one of the strongest technical teams in Southeast Asia.

Challenge:

Gammon Construction, is an early adopter of building information modelling (BIM) technology. However, large data volumes generated by BIM models and the need for long-term retention compelled the business to take a more structured approach to data management and protection. Construction work requires intensive collaboration among multiple stakeholders, and with the rise in remote working due to COVID-19, teams at Gammon needed to collaborate effectively on the cloud. Having recently moved its production environment to Microsoft 365, Gammon needed a solid business continuity plan to keep construction projects running 24.7.365 across Asia.

"Our adoption of Veeam Backup for Microsoft 365 was very timely as the COVID-19 situation accelerated the need for remote working and real-time data availability. We are glad that Veeam takes care of our data on the cloud so we have the resources and confidence to focus on building more innovative solutions that will revolutionize our construction business."

— **Joseph Chan,**
Senior Manager, Information Security and Operations, Gammon Construction

Results:

- **Freed up time and resources** for innovation and Digital Transformation.

- Ensured business continuity for **cost savings and operational efficiency**.

- **Safeguarded against cyber threats** and ensured compliance and confidentiality.

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Veeam eliminates costly outages for Inchcape and saves millions of dollars' worth of transactions

Company:

Inchcape Australia Limited is part of the Inchcape group of companies. Headquartered in London, Inchcape plc is the world's largest independent international automotive retailer with operations in over 30 countries and core markets including Australia, Singapore, Hong Kong and the UK. Inchcape Australia is a leading player in the automotive services sector that operates in distribution, retail and logistics with over 1,500 employees across Australia. The company imports and distributes retail quality vehicles on behalf of renowned brand partners in the automotive industry.

Challenge:

Inchcape was looking for a trusted and easy-to-use data management solution for its infrastructure that runs more than 200 applications. There was previously no DR system in place and their tape-based backups were failing frequently. Any outages could incur millions of dollars in losses every day due to transactional downtime. Inchcape needed to find a software that could enable them to automate their DR process and bring down business costs.

"The great thing about Veeam is that it just works. Because of the speed of recovery and ease of management, no one is now managing data on a day-to-day basis. With these time savings, we can now focus on improving cybersecurity for the business. In fact, we were able to defend our business against recent cybercriminal attacks that took our industry peers offline for two weeks!"

— **Darren Warner,**
IT Operations Manager,
Inchcape

Results:

- **Prevented millions of dollars in lost revenue** due to downtime.

- **$166,000 in storage costs saved** per year.

- Automated and simplified DR processes.

- **Time savings** invested in cybersecurity, boosting trust and confidence.

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Australia and New Zealand

James Cook University ensures 100% data availability for students, faculty and staff with Veeam

> "We were constrained by the licensing and capacity of our legacy system, but Veeam's solution grows with our needs. It supports any evolution our data strategy promises to bring."
>
> — **Swain Kirk,**
>   Head of ICT Infrastructure Services,
>   James Cook University

Company:

Headquartered in North Queensland with campuses in the state and overseas, James Cook University (JCU) is ranked in the top two percent of the world's tertiary education institutions. With over 21,000 students, it is located at the crossroads of some of Australia's most important ecosystems. With a focus on intensive research, the university is an internationally recognized leader in fields like marine science, biodiversity and remote health care.
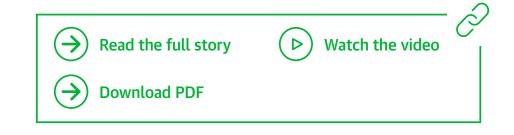
Challenge:

JCU has been battling the issue of data explosion. Across the university, the ICT team supports three major data centers in Townsville, Cairns and Singapore, which host over a thousand VMs and over 350 TB of data. Students require access to their data anywhere and anytime, so the university needs to be able to provide both local and remote students with the latest in digital connectivity to facilitate their learning and prepare them for an increasingly globalized and digitized workforce.

Results:

- Backup availability and reliability at JCU is now 100% based on a comprehensive internal audit.

- **Up to 12 hours of time savings per month** for the internal ICT team.

- Mitigated the risk of Microsoft 365 data loss.

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Asia — Hong Kong

Jebsen Group builds resilience against cyberattacks with Veeam

Company:

Founded in 1895 and headquartered in Hong Kong, Jebsen Group is a focused marketing, investment and distribution organization. With a long, unique and established presence and deep understanding of mainland China, Hong Kong, Macau and Taiwan, Jebsen Group represents, markets and distributes some 200 leading products and brands across the greater China region and serves an important link to customers in this region. Under the unified master brand of Jebsen, the Group has six business lines: Beverage, consumer, industrial, motors, logistics and Jebsen Capital.

Challenge:

As a trusted partner to worldwide brands in the greater China region, enabling its brand partners to make data-driven decisions is a core component of Jebsen Group's service offering. To fully unlock the power of data, the IT team redesigned its legacy infrastructure to connect to external partners more easily. However, connections with external platforms inevitably expose the enterprise to potential cybersecurity threats. To safely protect key applications and safeguard business continuity, Jebsen Group needed a reliable backup solution to serve as a foundation for its data protection strategy.

"Trust and relationships are key in the Chinese business world. Our data protection strategy with Veeam safeguards Jebsen Group's business data and instills confidence in our clients and business partners. By keeping our data safe and intact, we can make the best decisions for our clients that will drive their growth in this important market."

— Brian Chan,
 Information Technology Director,
 Jebsen Group

Results:

- Built a strong foundation for cybersecurity.

- Centralized DR across greater China.

- Saved time and achieved optimal service level agreements (SLAs).

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Veeam Backup *for Microsoft 365*

29K customers, 15M+ protected users

LOOMIS

Wesfarmers Chemicals, Energy & Fertilisers

STAPLES

ABM Building Value

CITY OF NEW ORLEANS

Gartner

Veeam is a Leader in the 2022 Gartner Magic Quadrant

Forbes

Veeam named to Forbes 2020 World's Best 100 Cloud Companies

Gold
Microsoft Partner

5+ years in partnership with Microsoft

What our customers say:

"The most fully featured Microsoft 365 backup solution on the market"

Employee in research and development

Information Technology and Services Company
(51–200 employees)

"Loving the ease-of-use and reliability"

Manager in IT

Chemicals Company
(51–200 employees)

"This is a top-notch product. It's intuitive to set up and it just works"

Analyst in IT

Information Technology and Services Company
(10,001+ employees)

"One of the best tools to use alongside Microsoft 365"

Administrator in IT

IT Information Technology and Services Company
(10,001+ employees)

TrustRadius
Best Of
2023

TrustRadius
Best Feature Set
WINTER 2023

G2
Leader
WINTER 2023

G2
Momentum Leader
WINTER 2023

9.2 Quality of Support   **9.1** Ease of Use   **8.6** Ease of Setup

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