

Optima Italia Strengthens Cloud Strategy and Data Protection With Commvault and Metallic



Challenge

- Needed a modern and agile solution to strengthen data protection strategy and ensure rapid recovery in the event of cyberattacks or natural disasters
- Wanted to ensure the security of sensitive customer information and comply with GDPR regulatory requirements

Solution

- Deployed Commvault® Backup & Recovery for primary backups in the on-premises environment
- Expanded to Metallic® Recovery Reserve™ Service as a replication tool for secondary backup copies in the cloud

Industry

Utilities

Location

Italy

URL

www.optimaitalia.com

Key benefits

- No additional investment in infrastructure
- Single interface to manage backup and data replication

Result

- Supported cloud strategy by using a single vendor for backup, replication, storage, and distribution of data across different geographies
- Required no additional investment in infrastructure for replication solution
- Protected customer data against ransomware attacks or disaster events by using Commvault for primary backups and Metallic for air-gapped secondary backup copies in the cloud
- Gained greater scalability in data protection
- Ensured the security and availability of customer information and met industry regulatory requirements



“ With Commvault and Metallic, we now have a single vendor for backup, replication, storage, and distribution of data across various geographic locations.”

Ugo Morra IT Infrastructure Manager | Optima Italia

About Optima Italia S.p.A

Optima Italia S.p.A (Optima) is a leading Digital Utility company that offers complete bundled services for energy (electricity and gas) and telecommunication (internet, telephone, and mobile) to business and consumer users. Through the partnerships with market leaders, such as Groupama and Europ Assistance, Optima also provides various insurance solutions (home, work, accident, third-party liability, and life insurance). Thanks to a pioneering business model, consolidated over the years and a staff of hundreds of young professionals, the company works daily on a unique mission: improving its customers' life.

As customer information is critical to the business, Optima wanted to replicate its backup copies and store them outside the facility. This is to ensure the availability of data across multiple geographies and respond faster to recovery operation.

"Data protection is always a priority for Optima in terms of our strategic and regulatory point of view," said Ugo Morra, IT Infrastructure Manager at Optima Italia. "The combination of Commvault and Metallic provides us a security mechanism against cyberattacks and disaster recovery events."

The challenge

Before Commvault, the backup and recovery process with Optima's previous data protection product was slow and complex. The IT team had to take many steps to complete a recovery operation data, posing significant risk to the business.

After the migration of core information system to the private cloud, Optima adopted Commvault® Backup & Recovery to keep up with its pace of innovation and support diverse workloads.

With increased risk of ransomware attacks and natural disasters, Optima wanted to further enhance the security of sensitive customer information. The business decided to expand its data protection strategy and look for a reliable and secure SaaS-based solution for data replication. The goal was to ensure compliance with GDPR regulatory requirements and support continuous growth of customer base and product portfolios.

The solution

When the support service for the legacy solution reached its expiry date, Optima switched to Commvault Backup & Recovery for primary backups in the on-premises environment, including SAP applications, Microsoft SQL databases, and 95% of its VMware virtual machines.

After using the Commvault solution for a few months, Optima was looking to deploy a Backup as a Service (BaaS) cloud storage target to further strengthen its ability to protect and recover data even in the event of a simple outage or hardware failure. Through the demo with Commvault team and the support from Commvault Partner, PCS Group, Optima immediately confirmed Metallic® Recovery Reserve™ could meet its needs due to its strong security posture in the cloud and seamless integration with Commvault technologies.

"We evaluated various vendors but Metallic proved to be the most effective solution to align with our data protection strategy against ransomware," said Morra. "With Commvault and Metallic, we now have a single vendor for backup, replication, and distribution of data across various geographic locations."

Optima currently uses Commvault Backup & Recovery for on-premises backups with a total of 180 TB of data, including 90 TB in each media agent installed in Naples and Milan. Metallic® Recovery Reserve™ is served as a replication tool for secondary backup copies, with approximately 70 TB of data in the cloud. Optima expects Metallic® Recovery Reserve™ to be fully operational in July 2021.

"The built-in air-gapped cloud security and data isolation capability with Metallic® Recovery Reserve™ ensures our customer data is secure and available if there is a ransomware attack or natural disaster."

Ugo Morra IT Infrastructure Manager | Optima Italia

The results

According to Morra, one of the key benefits of using Metallic® Recovery Reserve™ is the ability to easily allocate and store data in a different and virtually-isolated location.

Thanks to the full integration with Commvault® Backup & Recovery, Optima can now backup and quickly restore data in Metallic via a single interface, the Commvault Command Center. This helped reduce the time to transfer terabyte of data to the cloud and improve RTO considerably.

“Metallic is an essential tool in helping us to meet data protection compliance requirements,” said Morra. “The built-in air-gapped cloud security and data isolation capability with Metallic® Recovery Reserve™ ensures our customer data is secure and available if there is a ransomware attack or natural disaster.”

By using Metallic® Recovery Reserve™, Optima also saved significant hardware costs to build an internal replication solution.

“Traditionally, we would have to buy a new server and implement an associated network for a replication tool. With Metallic® Recovery Reserve™, we have completely avoided additional investments in infrastructure,” said Morra.

Optima plans to include the migration of services to the cloud when necessary and safeguard the entire core information system in the private cloud with Commvault and Metallic.

“The combination of Commvault Backup & Recovery and Metallic® Recovery Reserve™ gives us unlimited scalability in protecting our critical data, and benefits from ongoing support,” said Morra.

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