# VERITAS™

# Replacing Clunky Tape With Easy-to-Use Cloud Storage

An Italian insurance provider leverages Veritas Alta™ Recovery Vault to streamline long-term data retention, expand the data covered by retention policies, and improve its protection against ransomware.

## Challenge

Italian insurance company Helvetia Italia Assicurazioni needed to retire the tape solution it was using for long-term retention of backup data. The tapes were cumbersome and time-consuming to manage, and they did not cover the full range of data Helvetia Italia needed to protect. The company also saw an opportunity to increase protections against malware.

## Solution

Helvetia Italia was already using Veritas NetBackup™ Appliances, with an appliance in the primary data center replicating to an appliance in the secondary data center. The company added a monthly replication to Veritas Alta Recovery Vault in the Microsoft Azure cloud and engaged Veritas to manage the Veritas Alta Recovery Vault tenant.

## Outcome

The solution now includes all 160 TB of Helvetia Italia's data within its long-term retention environment. It is also leveraging Azure's WORM (write once, read many) storage policies, which protect the company's backups from malware. And it is saving both money and one day per month of work for the company's only internal data protection specialist.

### helvetia △

**INDUSTRY**

Insurance

**EMPLOYEES**

600

**HEADQUARTERS**

Milan, Italy

**WEBSITE**

helvetia.com

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> Filippo Fano, Head of IT Infrastructure and Operations, Helvetia Italia Assicurazioni

## Building a Future in Step With Global Change

This year, as Helvetia Italia Assicurazioni celebrates its 75th anniversary, the core values that have guided it for more than seven decades—trust, dynamism, and enthusiasm—form a foundation for business development for the next 75 years as well.

The insurance company is the Italian subsidiary of Swiss insurer Helvetia Group. It provides a wide array of business insurance options, as well as personal life, auto, travel, and ski insurance (ski accident liability insurance is mandatory for skiers in Italy). Helvetia Italia has more than 700,000 customers and a 95.7% customer satisfaction rate. It was also named a top Italian employer in 2023.

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> **Filippo Fano,** Head of IT Infrastructure and Operations, Helvetia Italia Assicurazioni

"The challenge is to build a future in step with the changes the world is experiencing," says Roberto Lecciso, CEO, Helvetia Italia. "I am sure that, thanks to the ability of our people and our partners, we will overcome this challenge."

Achieving that goal requires each of the company's 600 employees to work efficiently and effectively. This is especially true of the IT staff. "Helvetia Italia has a very lean infrastructure team," says Filippo Fano, Head of IT Infrastructure and Operations. "The team consists of 10 staff members and a handful of consultants. For backup and data management, we have one internal employee and one consultant."

## NetBackup Refresh Boosts Reliability and Ease of Management

This team of two has long protected Helvetia Italia's business data using Veritas solutions. The company started using Veritas Backup Exec™ 15 years ago and later transitioned to Veritas NetBackup™ as their organization continued to scale. "We back up all the data delivered through the Italian market," Fano explains. "That includes information on our policies, claims, customers, and bank accounts and accounting data."

Three years ago, Helvetia Italia replaced its existing backup infrastructure with newer and larger NetBackup Appliances. "We evaluated several alternatives, basing our choice on product capabilities and on our internal knowledge base," Fano says. "Because we were more than happy with Veritas, and our team already understood how to manage NetBackup, we decided to perform a refresh of our Veritas technologies."

In the updated data protection architecture, backups of all the company's 160 TB of data write to a NetBackup Appliance in its primary data center, then are replicated to an appliance in the company's disaster recovery site. Backups and data restores have proven highly reliable.

"The new appliances are working well," Fano reports. "We run tests internally every three months to be sure we can restore data from a subset of our servers. The tests always complete successfully."

Another benefit is that the new architecture is easy to manage, especially for the staff member who has been using Veritas solutions for many years. "NetBackup has good coverage of the other technologies we use, so managing the data protection environment is straightforward," Fano says. "Overall management of our NetBackup environment does not have the complexity that I've experienced with other data protection solutions."

## Another Need: Expanded Coverage for Long-Term Retention

A couple of years after the appliance refresh, Helvetia Italia decided to improve its long-term retention of backups, as well. "For regulatory compliance reasons, we have to maintain data for a long time," Fano says. "Exactly how long depends on the type of data, but for example we need to be able to review information for up to 10 years after an insurance policy has been closed."

Plus, he adds, beyond the regulatory implications, "if we found we were unable to restore a backup, that might cause us problems in terms of our reputation. We would have to communicate to the public and to our customers about any data loss, which could impact our ability to secure new business."

Previously, Helvetia Italia was using a tape library for long-term retention. All the organization's data was written to the NetBackup Appliances, but limitations on tape capacity meant that only specific types of data, such as databases and file servers, were retained on tape. "That meant there were some systems we could not completely recover over the long term," Fano points out. In addition, management of the tape library consumed a significant amount of staff time.

Helvetia Italia needed a new approach to long-term data retention. As its leadership team considered their options, one other issue was top of mind: ransomware. "In the past few years, we have worked on understanding how to secure our data against malware or information security breaches. This was a primary driver of our decision to replicate backups to the cloud," Fano says.

## Early Bird Gets the WORM

Fano and his team considered an assortment of cloud storage options. They liked the fact that Veritas Alta™ Recovery Vault enables local management of long-term storage, within the same user interface as the appliances that they were already familiar with. They appreciated the deduplication capabilities throughout the Veritas backup process. And, Fano says, "from a cost management and budget perspective, it was important for us to know our cost up front and pay for only the amount of data we want to store. With other cloud solutions, our costs would not have been as predictable."

After doing their due diligence, the Helvetia Italia infrastructure team rolled out Veritas Alta Recovery Vault and retired the old tape backup system. Backups are now saved initially to the company's primary NetBackup Appliance, which replicates to the secondary NetBackup Appliance in the disaster recovery data center. Then, once a month, NetBackup writes backups of all the company's data to a Veritas Alta Recovery Vault tenant in the Microsoft Azure cloud.

Veritas is managing the Veritas Alta Recovery Vault tenant for the lean Helvetia Italia team. "That was an excellent selling point for us," Fano says. "We wanted to improve our long-term retention without adding complexity or increasing the responsibilities of our staff." And that is exactly what happened. "The cloud storage of our backups has not impacted the workload of our staff because management of the system—the approach and the logic—remains the same. We are leveraging our knowledge to create an additional protection that we did not have in the past, without adding extra work for our people."

Helvetia Italia has built anti-malware capabilities into this environment by leveraging Azure's immutable WORM (write once, read many) storage policies, which help protect the data from ransomware. "We worked with technical contacts in our parent company to ensure that this solution will protect us," Fano says. "They found that Veritas is delivering what we need, in terms of security and management access, through the WORM solution."

## Long-Term Data Retention That Works

"Our goal was to enable a solid solution for long-term retention," Fano says. "The legacy tape library never completely met our needs. Plus, maintaining the tapes was time-consuming—which we knew would only have gotten worse as our data volume continued to grow. We needed a solution that would allow us to simultaneously get rid of the physical tape management and have protection against ransomware. Veritas NetBackup with Veritas Alta Recovery Vault meets both of those needs."

The solution is saving Helvetia Italia's data protection specialist about one day per month on tape management. It is also saving the company money that it would otherwise have spent on tape storage and external services to support tape maintenance.

More important, the solution has proven its effectiveness through Helvetia Italia's quarterly testing process. "This year, we inserted a third [cloud] site into our testing, and the restore was good," Fano says. "We have increased both our resiliency and our capacity to maintain data over the long term.

"A typical case of when an insurance company would need backups," he continues, "is when the regulators ask for policy information or accounting data from three years ago or five years ago. In the past, we faced the risk of potential noncompliance. Our new Veritas solution will enable us to answer those questions whenever they come up. We are happy to know that now we will be able to cover this"

The bottom line, Fano concludes: "My staff and colleagues who work with this solution are very happy with Veritas Alta Recovery Vault. It delivers just what we need."

## Veritas Partnership Characterized by Transparency and Communication

This reflects a broader satisfaction with the partnership; Helvetia Italia has been a happy Veritas customer for 15 years. Fano attributes this, in part, to the Veritas product roadmap vision and ongoing innovations.

"We have been using the Veritas NetBackup family of technologies for years," he says. "As these solutions have evolved, we have changed versions and moved to more modern appliances, and we have seen continuous improvement in the solution. With our lean team, it is important to have a partner that is constantly evolving, and that can help us identify solutions when we need them. We have always received good transparency and communication from the team at Veritas."

## For More Information

Please contact your local Veritas Sales Representative or Business Partner, or visit Veritas Alta Recovery Vault

**About Veritas**

Veritas Technologies is a a leader in multi-cloud data management. Over 80,000 customers—including 95 percent of the Fortune 100—rely on Veritas to help ensure the protection, recoverability and compliance of their data. Veritas has a reputation for reliability at scale, which delivers the resilience its customers need against the disruptions threatened by cyberattacks, like ransomware. No other vendor is able to match the ability of Veritas to execute, with support for 800+ data sources, 100+ operating systems, 1,400+ storage targets and 60+ clouds through a single, unified approach. Powered by our Cloud Scale Technology, Veritas is delivering today on its strategy for Autonomous Data Management that reduces operational overhead while delivering greater value. Learn more at veritas.com. Follow us on Twitter at @veritastechllc.

## VERITAS™

2625 Augustine Drive
Santa Clara, CA 95054
+1 (866) 837 4827
veritas.com

For global contact
information visit:
veritas.com/company/contact