



CUSTOMER STORY

COMMVault 

CBHS HEALTH

Ensures business continuity
with Commvault

CBHS 
HEALTH

Australian health insurer
supports its cloud strategy
by consolidating backups
into a single platform.

At A Glance

Industry:
Insurance

Location:
Australia

Website:
www.cbhs.com.au

Key metrics:

- Australia not-for-profit health fund insurance provider
- Offers a range of health insurance policies to 230,000 members
- Microsoft 365
- Microsoft Azure virtual machines and SQL instances
- Microsoft Exchange Online, One Drive, and SharePoint Online
- Salesforce Cloud
- Microsoft Hyper-V virtual machines
- Microsoft Active Directory
- SMB file storage
- 90 virtual servers
- 330 Microsoft SQL databases

CHALLENGE

- Low data visibility and expensive administration to manage backups with multiple products
- Lack of a single solution that integrated with Microsoft Azure and could quickly restore data in the hybrid environment

SOLUTION

- Deployed Commvault Complete™ Data Protection to consolidate backups across on-premises and cloud environments
- Commvault Professional Services assisted CBHS Health transition to a single Commvault platform during the COVID-19 pandemic

RESULTS

- Ensured continuous operations by using a single solution to manage backups and disaster recovery for Microsoft 365, Microsoft Azure, and Salesforce Cloud
- 40% reduction in storage consumption
- 83% less time to create reports for management
- Reduced checks on the environment from daily to weekly
- Improved data visibility and gained the ability to predict data growth across different platforms

“We evaluated various vendors including Rubrik, Veeam, and Dell but decided Commvault was the best fit because of its single pane of glass for management and the ability to back up Microsoft 365 and Salesforce Cloud without using a third-party product.”

Arren Pasa
IT Infrastructure Team Lead, CBHS Health

ENSURING BUSINESS CONTINUITY

CBHS Health (CBHS) is one of Australia's leading not-for-profit private health fund providers. Driven by placing its members at the heart of everything they do, CBHS's vision is to deliver “More than great health insurance. Building healthier and happier communities” for its approximately 110,000 members.

To support this strategy, CBHS wanted to ensure data availability and high uptimes across different platforms — particularly for customer-facing applications — in the event of system failures or unforeseen circumstances.

"We evaluated various vendors including Rubrik, Veeam, and Dell but decided Commvault was the best fit because of its single pane of glass for management and the ability to back up Microsoft 365 and Salesforce Cloud without using a third-party product," said Arren Pasa, IT Infrastructure Team Lead at CBHS Health.

"There was an incident that we only had two hours to take all our systems offline and move to another location before flooding hit our floor," said Pasa. "By leveraging the built-in availability through Commvault Complete Data Protection, we can quickly restore data across different platforms and ensure business continuity."

I used to spend up to three hours a month preparing reports about our environment for our management team. By using the dashboard with Commvault, it took me just half an hour each month instead."

Arren Pasa
IT Infrastructure Team Lead, CBHS Health

A SINGLE SOLUTION TO PROTECT MICROSOFT 365 AND SALESFORCE CLOUD

Before Commvault, CBHS used five different backup products — including native Microsoft tools, Altaro VM and GoodSync — but there was no centralized visibility and high administrative overhead. Its IT team also had to learn different applications and reach out to multiple support vendors in various time zones, causing delays in responses.

"The previous tools didn't allow us to do granular restore in Active Directory or certain objects in Salesforce. There was also no protection for Microsoft 365 and Exchange Online," said Pasa. "By combining Commvault Complete Data Protection with Microsoft Azure, we can manage data across Microsoft 365 and Salesforce Cloud via a single console rather than backing up things individually to storage accounts."

"Another big selling point for Commvault was an Australian-based contact center and the integration with Microsoft Azure. This was really important for us as we just wanted to deal with one vendor, and one support department," Pasa added.

Since implementing Commvault, CBHS reduced storage consumption by up to 40% with the deduplication feature. The consolidation of disparate backup products also freed up computing resources by moving away from processing tasks for database servers, such as claims and insurance policies, to backup processes.

Improved data visibility also helped Pasa and his team efficiently predict data growth in different platforms without using spreadsheets.

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40% reduced storage consumption
with the deduplication feature



“With the recovery function of Commvault Complete Data Protection, we can now automate our environment creation process and perform weekly checks rather than daily.”

Arren Pasa
IT Infrastructure Team Lead, CBHS Health

SIMPLIFIES ENVIRONMENT CREATION PROCESS AND REDUCES MONITORING TASKS

With the previous method of using native Microsoft tools to do SQL backups, CBHS’s development team needed to manually pull transaction logs from different storage accounts and platforms to rebuild their test environment. This process was time consuming and it was difficult to know when the copies of production databases were being moved into another environment.

“With the recovery function of Commvault Complete Data Protection, we have automated our environment creation process and improved our developers’ productivity,” said Pasa. “The automation also helped to minimize the workload on monitoring the environment. We can now perform checks weekly instead of daily.”

Commvault also allows CBHS to select what data needed to be backed up in Salesforce Cloud and gives the business confidence that the data is being backed up through alerts and reporting features. Pasa was also impressed with the competitive licensing cost for Commvault, which helped CBHS support its cloud strategy.

CBHS engaged with Commvault Professional Services on the day when the COVID-19 lockdown started in Australia. Pasa and his team then worked with the Commvault team for the transition through virtual calls.

“Commvault Professional Services went above and beyond their services throughout the implementation process. I just gave them what they needed and they did everything. The transition was all done while we were working from home,” said Pasa.

To learn more, visit commvault.com >