



CUSTOMER STORY



AMERICAN PACIFIC MORTGAGE

American Pacific Mortgage keeps home buyers from being locked out with true cloud simplicity and scale.



Commvault® Cloud, powered by Metallic® AI adds cyber resilience to a hybrid world.

Industry

Financial

Headquarters

Roseville, CA

URLwww.apmortgage.com**In numbers**

- Employees: 3000
- Customers to date: 500,000+
- Branches: 300+

Environment

- Backing up customers' sensitive PII data that's critical for home purchases
- Protecting data across Microsoft Azure, Exchange, SharePoint, SQL, Windows, VMWare, and more.
- Securing 10TB of data

CHALLENGES

- A migration to the cloud required simpler management across all workloads
- Protecting customers' personal data remains the top priority
- APM outgrew its backup-only solution, which needed more cyber resilience capabilities
- Data recovery could take up to two days, potentially delaying answers for customers

SOLUTIONS

- Commvault Cloud protects data across cloud, on-prem, and SaaS workloads
- Industry-leading security protocols and standards help protect sensitive customer data from cyber threats
- Features like single-file restore save time for Loan Originators and operational staff that deal with time sensitive documentation
- A single interface simplifies recovery operations for the IT team

RESULTS

- RTO dropped from two days to five minutes
- APM can scale up while keeping costs lower and predictable

IN HOME-BUYING, DATA IS KING

In its mission to deliver home ownership to more people, American Pacific Mortgage (APM) has done that for more than half a million customers. The California-based company ranks nationally among the top 10 mortgage lenders, closing approximately \$10 billion in deals annually across more than 300 branches.

APM relies on customer, market, and property data for every lending decision. The instant availability of that data makes a difference for customers in the home-buying process, for loan originators closing deals, and for the company's competitive advantage.

"Data is king," said Michele Buschman, CIO, CTO, and CISO at America Pacific Mortgage. "In our business, there could be a homeowner sitting outside of the house waiting for escrow to close, and if it takes two days to recover a file, we can't get them into that home."

Protecting customers' personally identifiable information (PII) is just as critical as accessing it when the time comes.

"We're always mindful that that's our consumers' information, so we focus on security first and foremost," Buschman added.



Restore times dropped from two days – to five minutes.



COMMVAULT: A TRUSTED, SCALABLE PLATFORM

Not long after she joined the bank, Buschman recognized that APM was rapidly outgrowing its backup system. Restoring a file could take up to two days – an unacceptable delay in the fast-moving mortgage business. At times, the transfer process left files corrupted. Plus, their backup solution didn't allow managing data at remote endpoints.

The company evaluated half a dozen backup providers before choosing Commvault.

"One of the reasons we chose Commvault is its reputation in the industry," Buschman said. "Anybody I talked to said, 'You won't be sorry moving forward with Commvault. It's delivered from a recovery perspective in any disaster.'"

Commvault's modular platform would also allow APM to add more capabilities.

"I need to have more centralized solutions with different modules that I can add as budget permits and needs arise," Buschman said.

Commvault also builds in industry-leading security protocols and standards to appease the CISO (Chief Information Security Officer) part of Buschman's role. It offers zero-trust access controls, virtual air gaps, immutable data copies, advanced cyber detection and monitoring for visibility, and rapid threat remediation.

A SINGLE VIEW OF DATA UNDER PROTECTION

From day one, Commvault has brought peace of mind and continues to deliver value as it grows with APM.

"When we installed Commvault, I could sleep better at night," Buschman said. "I knew we had good backups and that, if needed, we could recover quickly without loss."

Commvault Cloud protects data across Microsoft Azure and American Pacific Mortgage's entire tech stack in a single solution, both in the cloud and on-premises.

A single interface simplifies every aspect of backups and restores for the IT team, while the ability to automate preferences for different data types reduces storage costs. They also gained the flexibility to back up to the cloud, disk, or tape.

Beyond simpler management, Buschman notes that backups also now take less time.



RECOVERY IN FIVE MINUTES

Commvault brought much-needed single-file restore, dramatically simplifying recovery for end users. Team members no longer must wait two days for restores or worry about data corruption. Now, it's less than five minutes – a welcome change for loan officers amid closing deals.

For APM, less downtime and more reliable business continuity mean the ability to get answers to customers and get them into homes sooner.

Commvault recently rolled out additional cyber resiliency capabilities, including Cleanroom Recovery (CRR). In this unique test bed, APM can validate the effectiveness of cyber-recovery plans, technologies, and processes. The secure environment isolates and safeguards data and critical assets from attacks – unlike other cleanroom offerings limited to disaster recovery and a minimal set of workloads and recovery options. Security and IT leaders can obtain valuable insights into unfamiliar threat actors, fortify their strategies, and ensure uninterrupted business continuity.

“Cleanroom Recovery is a game-changer for Commvault Cloud,” Buschman said. “It enables comprehensive testing, and retesting, on the fly, which is something that traditional cleanroom solutions don’t provide. It’s also designed to help organizations recover rapidly from a cyber incident. The level of confidence and security this innovative solution can provide is invaluable.”

In the future, Buschman sees Commvault as integral as it moves data center operations to the cloud and as the company continues to expand.

“I love the ability to grow with Commvault into other product areas and add functionality as we grow,” Buschman said.



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Michele Buschman,
CIO, CTO, and CISO, America Pacific Mortgage

To learn more about enterprise-grade data protection across critical cloud, on-prem, and SaaS workloads, visit commvault.com/platform/cleanroom-recovery.