



CUSTOMER STORY



HAREL

Harel Group simplifies its cloud journey with Commvault® Cloud



ABOUT HAREL GROUP

Harel Insurance Investments & Financial Services Ltd. (Harel Group) is the largest and most innovative insurance company in Israel. It offers a comprehensive range of products and services—including health insurance, life and non-life insurance, pension funds, and portfolio management—to over 10 million customers. With 80 years of experience in the industry, Harel Group is now listed on the Tel Aviv Stock Exchange and has over 22% market share in terms of premiums. Its goal is to deliver a superior experience to customers, agencies, and employees by treating them with respect and as a family unit.

As the top insurance and financial services provider in the country, Harel Group manages a large volume of data and investment money. Ensuring all that data is 100% backed up and can be restored without any issues is critical.

Challenges

- Wanted a single solution to protect a large volume of data in the cloud and on-premises
- Needed to quickly deploy a SaaS-based backup solution that supports the integration with Microsoft Azure and future expansion to the cloud
- Sought to minimize resources required to manage the storage infrastructure for the entire Microsoft 365 environment

Solution

- Leveraged Commvault Cloud Autonomous Recovery to protect over 1.5PB of data in the on-premises environment
- Deployed Commvault Cloud Backup & Recovery for Microsoft 365 to ensure all the data, including mailboxes, documents, communications within Teams, are backed up and can be restored without issues
- Used Commvault Cloud Air Gap Protect to drive on-premises storage to the cloud and protect against ransomware attacks

Results

- Cut significant time in managing infrastructure for storage, media storage, and backup servers, freeing up the IT team to focus on value-added projects
- Minimized the cost of hiring additional resources to support the hybrid environment
- Protected over 1,000 mailboxes with Commvault Cloud Backup & Recovery for Microsoft 365, with the expectation of scaling to over 5,000 mailboxes in a few months
- Provided a total solution for the business to ensure all data is 100% secure and can be restored at any time
- Made it easy and simple to migrate to the cloud by modernizing backup and recovery processes with Commvault solutions

Over the last seven years, Harel Group has used Commvault Cloud Autonomous Recovery to back up and restore data for its entire on-premises environment, including 3,500 physical and virtual servers, 15 Oracle databases, 250 Microsoft SQL servers, MongoDB, and IBM AS400 as core business applications. After adopting Microsoft Azure and Microsoft 365, the company was looking for a Software as a Service (SaaS) solution that was also delivered and consumed in the cloud.

“We wanted a SaaS solution that we know we can trust and implement quickly without additional burden on our staff. Commvault Cloud Backup & Recovery for Microsoft 365 and Commvault Cloud Air Gap Protect give us this capability,” said David Ben-Eli, System IT Infrastructure Manager, Harel Group.

CUSTOMER CHALLENGE

Harel Group had been using the Commvault Cloud to reliably protect over 1.5PB of data in the on-premises environment. Due to the stringent industry regulatory requirements, its business model would not allow any data to be stored in the public cloud without the ability to back up securely and easily restore it.

In the past two years, Harel Group has moved part of its infrastructure to Microsoft Azure, including Microsoft 365. Ben-Eli needed to ensure the data in the cloud could be protected and rapidly recovered as easily and reliably as their on-premises data.

“A SaaS solution takes care of data availability, but not the backup operation of the data,” said Ben-Eli. “We knew from day one that in taking on Microsoft 365, we would need a SaaS solution with good restore functionality that satisfies our business model and strategy.”

THE SOLUTION

With years of positive experience from its partnership with Commvault, the adoption of Commvault Cloud Backup & Recovery for Microsoft 365 and Commvault Cloud Air Gap Protect was a logical move for the insurer.

“Commvault has good products, development, and services. When they launched a fully managed SaaS solution with Microsoft Azure, it was attractive to our business model,” said Ben-Eli. “After evaluating various products, only Commvault gave us a total solution to fulfill our business demands and compliance rules.”



Deploying Commvault Cloud Backup & Recovery for Microsoft 365 was fast and easy. The first stage was to protect approximately 1,000 mailboxes, which took just a few weeks to complete. Harel Group expects to cover over 5,000 mailboxes by the end of the year.



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David Ben-Eli
System IT Infrastructure Manager, Harel Insurance

In addition, Harel Group implemented Commvault® Cloud Air Gap Protect to drive on-premises storage to the cloud. This helped to minimize infrastructure cost and mitigate the risk of ransomware attacks. Harel Group also plans to back up SAP HANA later in the year.

THE RESULTS

According to Ben-Eli, the key benefit of using Commvault is the ease of adopting cyber resilience in the cloud, without sacrificing security or performance.

Saved **significant time** spent managing infrastructure

Deployed Commvault Cloud for **less than the cost of hiring additional resources**

“Whatever new technology we adopted in our data center, we know that Commvault can support that technology. This gives us reassurance that we could back up any data without complexity,” said Ben-Eli.

With Backup & Recovery for Microsoft 365, Harel Group now has the ability to easily back up, store, and restore data on demand, including mailboxes, policy documents, insurance claims, and communications within Microsoft Teams. By adding Gap Protect to drive backups to the cloud, the company can reduce further infrastructure costs and improve security stature.

The IT team can also quickly generate reports from Commvault Cloud to monitor its status. This significantly cut the time needed to manage the infrastructure and freed up the IT team to focus on business benefits, such as improving services to customers and agents.



The combination of high security, ease of use, and fast deployment is the key factor for why Commvault won the race.

David Ben-Eli

System IT Infrastructure Manager, Harel Insurance

“Our data is growing extremely fast. Without Commvault Cloud, we had to employ at least two people to manage the infrastructure for storage space, media storage, and backup servers,” said Ben-Eli. “Now, we have a peace of mind that our data is secure. There is also a cost benefit for the business as the entire cost for Commvault is less than the cost of hiring more people.”

Another benefit for using Commvault is its increased confidence working with SaaS solutions in general. This allowed Harel Group to go to the market faster and expand to other solutions as the business required.

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Ben-Eli was also impressed with the support and service level agreement from Commvault. He noted that the maturity of Commvault products enables Harel Group to enjoy the same reliability and performance of cyber resilience and data security in the cloud.

Unlike other competitors that offer broad workload support but require multiple disparate applications to make it happen, Harel Group can now manage all the workloads, in the cloud or on-premises, through a single solution.

“We have been with Commvault for seven years, and we never had an issue whenever we wanted to restore data,” said Ben-Eli. “The simplicity and scalability of Commvault solutions empower us to protect diverse workloads via a single pane of glass without deploying multiple applications.”

To learn more, visit commvault.com