



CUSTOMER STORY



SMSA EXPRESS

SMSA Express defends against cyberattacks and unplanned downtime with Commvault® Cloud.



Market-leading logistics and transportation provider in Saudi Arabia delivers cost-savings and protects business continuity with a one-stop solution for enterprise-wide cyber resiliency.

Industry:

Transport and Logistics

Headquarters:

Saudi Arabia

URL: smsaexpress.com

In numbers:

- Established in 1994
- Countries served: 230

Environments:

- Creates copies of operational systems, ERP solutions, file server data, cloud applications, and SaaS solutions.
- Secures snapshots of laptops, email servers, and virtual machines.
- Protects Azure, AWS and Oracle cloud environments from downtime or cyberattack.

CHALLENGES

- Multiple backup and recovery tools increased costs and maintenance workloads.
- Native backup solutions lacked strong encryption, potentially leaving core data and systems at risk.
- Limited deduplication features led to high storage costs and prevented IT experts from storing multiple copies of core applications.

SOLUTION

- Commvault® Cloud protects SMSA Express's mission-critical operational and customer-facing systems across cloud and on-premises environments.
- Military-grade encryption safeguards data in flight and at rest—keeping sensitive information out of the hands of cyber criminals.

RESULTS

- Cuts the total cost of cyber resiliency systems by 25%, releasing more resources for SMSA Express to invest in innovation.
- Reduces the storage space required for copies of data and applications by 35%, enabling IT teams to store multiple copies.
- Supports compliance with industry standards with granular reports on cyber resiliency posture.

TRANSPORTING GOODS WORLDWIDE

Headquartered in Riyadh, SMSA Express provides road, sea and air freight transportation and logistics services to businesses worldwide. The company counts governments, healthcare providers and consumer retailers among its customers and works diligently to ensure that goods always reach their destination securely and on time.

Digital capabilities are at the heart of the company's success, and SMSA Express relies on its operational IT systems, email exchange server, ERP systems, SQL databases, and other customer-facing and business-critical applications 24/7. As a result, keeping these platforms running smoothly around the clock is a top priority for the organization's IT team.

In a fast-moving threat landscape, unplanned downtime is not the only risk that SMSA Express must guard against. With cyberattacks becoming more frequent and pernicious across many industries, the logistics leader decided it was time to step up its cyber resiliency efforts. Specifically, SMSA Express wanted to better protect its core data and systems and recover faster in the event of a ransomware attack.

While existing backup tools had helped SMSA Express keep its core data safe, managing the legacy environment was complex and time-consuming. Adding to the challenge was the fact that the company lacked the storage space to store multiple copies of its cloud and on-premises environments. Crucially, none of the backup tools supported military-grade 256-bit Advanced Encryption Standards (AES)—a new mandate from the company's information security team.

CHOOSING A TRIED, TESTED AND TRUSTED SOLUTION

To support always-on availability and comply with the latest information security mandates, SMSA Express replaced its multiple backup solutions with the Commvault® Cloud cyber resiliency platform.

“We conducted extensive market research to find the best cyber resiliency solution for us and Commvault consistently came out on top,” reflects Kashan Khalid, IT Manager, SMSA Express. “We then asked similar organizations about their experience using Commvault solutions and every single one gave us very positive feedback. Knowing that Commvault is a proven solution and trusted by industry convinced us that Commvault Cloud was the best option for SMSA Express.”

Working with business partner SIGMA IT, SMSA Express deployed Commvault to protect its entire IT estate, including Amazon Web Services (AWS), Azure and Oracle Cloud Infrastructure environments as well as the data and applications it hosts at its on-premises data center in Riyadh.

“One of the main reasons we selected Commvault was because it could meet our stringent requirements for 256-bit AES encryption and data deduplication,” continues Khalid. “No other vendor that we considered could meet these key requirements.”

With support from Sigma IT, SMSA Express achieved a best-practice implementation in line with its expected delivery timelines. “Installing, configuring, and testing Commvault Cloud was a very smooth process,” confirms Khalid. “In the very few instances when we ran into some minor issues, we always received a rapid response from Commvault Support. They helped us to overcome any challenges quickly and effectively.”

SIMPLIFIED CYBER RESILIENCY AT LOWER COST

With Commvault protecting its mission-critical data, SMSA Express has levelled up its cyber resiliency strategy. Because copies of its data are secured with military-grade encryption in Commvault Cloud, SMSA Express can ensure that backups are immutable—even in the highly unlikely event that cyber attackers breach its production systems.

“Previously, we struggled to retain multiple backups because they took up so much storage space,” reflects Khalid. “With Commvault, we have reduced the storage needed for backups by 35 percent, which allows us to retain multiple snapshots of our data and mitigate the risk of data loss in a disaster scenario.”



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IT Manager, SMSA Express

In addition to delivering a recovery time objective (RTO) of 4 hours and a recovery point objective (RPO) of 24 hours, Commvault Cloud has helped to reduce the total cost of ownership of its cyber resiliency infrastructure.

“Relying on multiple backup tools was expensive and complex” says Khalid. “By consolidating to Commvault, we have reduced the cost of cyber resiliency activities by 25 percent. What’s more, we no longer have to log into different systems to manage our cyber resiliency and data security environment. All the information we need is immediately available in Commvault, and we can even easily generate reports to support compliance with ISO standards and regulations.”

Instead of multiple teams backing up applications and data in silos, a lean team of two IT experts at SMSA Express can now protect all company data from a single interface within Commvault Cloud.

“With Commvault Cloud, we can scale our data protection and business continuity strategies to accommodate growing data volumes, but without having to significantly increase the size of our IT team,” concludes Khalid. “Without Commvault, it would be very difficult to meet top industry standards for cyber resiliency, but today we can achieve precisely this. Ultimately, this means that we can ensure our systems are always available to support rapid, reliable and convenient services for our customers.”



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Irshad M. Baig
National Manager IT, SMSA Express

ABOUT SMSA EXPRESS

Founded in 1994, SMSA Express is the market leader in the courier industry in Saudi Arabia. Serving organizations across business, government, healthcare and more, SMSA Express provides a wide range of domestic and international transportation solutions, e-commerce services, and mailroom management solutions.

To learn more, visit commvault.com