



CUSTOMER STORY



NAJM

From Risk to Resilience: Najm Protects Critical Data with Commvault



How Najm safeguarded Saudi Arabia's national accident insurance system and built a resilient, cloud-ready future.

Industry

Finance and Insurance

Location

Saudi Arabia

Websitenajm.sa/sites/ar**In numbers**

- Employees: 2,200
- Offices: 3 Main Locations, Riyadh HQ, Al Khobar and Jeddah Regional Offices, 65 branches across KSA

Key environments protected

- Accident image repository (1.7 billion+ images, 500 TB)
- Exchange workloads & Office 365
- Virtual machines, Active Directory, databases

Commvault solutions

- Commvault Cloud Backup & Recovery for VM & Kubernetes
- Commvault Cloud Cyber Resilience
- Commvault Cloud Active Directory

CHALLENGES

- No backup, replication, or disaster recovery (DR) for critical accident data
- 18 failed attempts with other backup vendors
- IT team losing 30 to 35% of time to manual backup/restore

SOLUTIONS

- Unified enterprise-grade backup across workloads
- Self-service portal and ITSM integration via APIs
- Resilient, cloud-ready protection for hybrid and multi-cloud environments
- DR synchronization backbone for +600 Systems and Databases

RESULTS

- Recovery of 1.7 billion transactions during a critical outage
- Active Directory disasters resolved in under 2 minutes
- Operational burden of backup/restore reduced from 35% to zero
- Cloud migration strategy enabled with full compatibility

THE MISSION: SAFEGUARDING NATIONAL INSURANCE OPERATIONS

As the sole company responsible for country wide motor insurance, accidents, claims operations, Najm is the linchpin of the nation's insurance ecosystem. Working with more than +25 insurance providers, the company manages liability determination, accident reporting, claim forms, and reinsurance assessments for thousands of accidents daily.

With every accident generating large number of images and media files, Najm was drowning in sensitive, regulated data - more than 1.7 billion images stored across 1.5PB of infrastructure.

Yet this massive repository had partial backup, replication, and disaster recovery. It was a full enterprise data safeguard to be achieved. And while the IT team tested 18 different solutions, all resulted deferent or similar disruption to operations.

"We were looking on a full data protection cover the enterprise," recalls Hamzah Mahafzah, Head of Enterprise Architecture. "One failure could have shut down the national insurance system."



The only service that worked without business interruption was Commvault. That's when we knew we had found the right partner.

Hamzah Mahafza
Head of Enterprise Architecture
Najm

FROM FRAGMENTED TOOLS TO UNIFIED PROTECTION

Najm's turning point came when they discovered Commvault. Unlike previous attempts, Commvault could handle massive daily transaction loads without impacting operations. For the first time, the IT team gained confidence that backups and restores would work – at scale, on time, every time.

Commvault consolidated protection across Najm's most critical workloads:

- **Accident images & databases:** petabyte-scale storage with fast, reliable backup and table-level restoration.
- **Active Directory:** recovery of mistakenly deleted OUs in under two minutes.
- **Office 365 & Exchange:** streamlined self-service for mailbox restores, eliminating thousands of tickets.
- **Multi-cloud replication:** seamless support for AWS, Azure, OCI, and more, aligning with Saudi Arabia's national cloud-first initiatives.

The integration with Najm's **ITSM platform** automated critical workflows such as pre-change backups, while APIs allowed deeper customization.



We reduced our operational workload from 35% to zero. Now users restore their own emails, and we focus on innovation instead of firefighting.

Hamzah Mahafza
Head of Enterprise Architecture
Najm

RESULTS: FROM HIGH-RISK TO HIGH-EFFICIENCY

The impact was immediate and measurable:

- **National-level resilience:** When a server outage threatened 1.7 billion accident records, Najm restored everything using Commvault – averting disaster.
- **Operational efficiency:** Manual backup/restoration efforts fell from 30 to 35% of IT time to zero.
- **Disaster recovery assurance:** Active Directory incidents that once took days now resolve in minutes.
- **Future readiness:** With Kubernetes and AI initiatives underway, Najm's IT backbone is cloud-ready and scalable.

Most importantly, Najm now operates with the confidence that millions of citizens who rely on timely accident claims are protected.

LOOKING AHEAD: CLOUD, CONTAINERS, AND AI

With resilience now assured, Najm is planning for the future. They are working with Commvault to:

- Extend backup and replication to **Kubernetes environments**.
- Enable **AI-driven automation** of liability determination processes.
- Replicate sensitive accident data securely across **multi-cloud platforms**.

For Najm, Commvault is more than a backup solution – it is a strategic partner for innovation and compliance in a highly regulated industry.

ABOUT NAJM

Najm for Insurance Services is the only company in Saudi Arabia that manages and processes all car accident insurance claims nationwide. Acting as the critical link between motorists and +25 insurance providers, Najm oversees accident reporting, claim forms, reinsurance, and loss or damage assessments.

To learn more, visit commvault.com