Commvault®

JUMA AL MAJID HOLDING GROUP

Juma al Majid Holding Group supports cloud strategy with Commvault Cloud®, powered by Metallic® AI

JUMA AL MAJID

ABOUT JUMA AL MAJID HOLDINGS GROUP

Established in 1950, Juma al Majid Holdings Group (JAM Group) is one of the leading conglomerate companies in the UAE. Through partnerships with some of the world's most famous brands, JAM Group has expanded its businesses into multiple verticals, including automotive, fast-moving consumer goods, construction, real estate, home appliances, and financial investment. Its vision is to keep improving the quality of life for the UAE's communities and contribute to the growth and prosperity of the nation by leveraging cutting-edge technology across all areas of operations.

With continuous business growth leading to ever-expanding data volume over the years, it became increasingly resource-intensive for JAM Group to manage and maintain infrastructure for multiple Exchange servers within its data center. So, to remedy the situation, they adopted Microsoft Office 365 in the cloud to reduce their on-premises footprint and accelerate speed to market.

Commvault®

"Delivering timely new services has been one of our key priorities to support the diversified businesses across our group of companies," said Fadi Alzebdeh, JAM Group's System Administrator Team Leader. "With Commvault Cloud, we can focus on innovation and bring more value to the business without devoting more resources."

Challenges

- Lengthy, manual, and error-prone processes to back up and restore data from the previous backup solutions and tapes
- Need for a SaaS-based backup solution to support the migration to Microsoft Azure and minimize additional infrastructure investment
- Difficulties for the IT team monitoring backups and recovery status for on-premises and cloud environments as well as delivering new services in a timely manner

Solution

- Deployed Commvault Cloud Backup & Recovery for Microsoft 365 to automate daily backups and recovery for Exchange Online, OneDrive, SharePoint Online, and Microsoft Teams
- Leveraged existing Commvault HyperScale™ HS1300 Appliance to protect a wide range of on-premises workloads

Results

- Met retention policies and regulatory requirements by gaining the flexibility to preserve and recover mailbox data with Commvault® Cloud Backup & Recovery for Microsoft 365
- Protected and stored over 2,700 mailboxes without expanding storage capacity or hardware costs
- Enabled the IT team to focus on innovation— delivering more new services rather than maintaining systems
- Provided greater visibility into the backup and recovery status by using an intuitive dashboard to generate reports instead of spreadsheets
- Gained a unified, scalable, and modern cyber resilience and data security solution to support cloud strategy and data growth

CUSTOMER CHALLENGE

In the past, JAM Group had to back up data from four Exchange servers to EMC Data Domain and EMC Networker, and then copy the data to tapes in a remote location. This caused significant delays (up to eight weeks) in responding to requests for restoring data, impacting the timely delivery of new services. To support business growth, JAM Group needed to simplify data management and meet service level agreements.

With the decision to move their data center to Microsoft Azure and adopt Microsoft Office 365 mailboxes, JAM Group needed a dedicated backup for their new environments. It also wanted a SaaS-based solution to take advantage of the same benefits in the cloud.

THE SOLUTION

Prior to deploying Commvault Cloud Backup & Recovery for Microsoft 365, JAM Group implemented Commvault HyperScale™ HS1300 Appliance to manage and store data in the entire on-premises environment, including around 70 virtual machines, file systems, SQL servers, Oracle Database, and RMAN backups for Oracle E-Business Suite.

"We compared Veeam, Veritas, and EMC Networker, but Commvault outperformed the other vendors in terms of reliability, flexibility, and scalability," said Alzebdeh.

When JAM Group migrated over 2,500 mailboxes to Microsoft Office 365, Alzebdeh needed to find a modern Data Management as a Service solution that could support the company's mailbox retention policy and cloud strategy.

Due in part to their positive experience with Commvault HyperScale HS1300 Appliance, Alzebdeh and his team selected Commvault® Cloud to automate daily backups in Exchange Online, OneDrive, SharePoint Online, and Microsoft Teams. The company no longer needed to document the details of former employees in a spreadsheet and gained the ability to instantly recover their mailboxes. Commvault can also protect Microsoft Azure Active Directory, which will help JAM Group to fully migrate its data center to Microsoft Azure in the near future.

"Microsoft 365 has a limited recovery function and can only keep mailbox data for a short time, so it didn't meet our requirements," said Alzebdeh. "We wanted to make it easy to recover data and avoid errors arising from manually moving mailbox data to a separate storage device."

"We looked at Barracuda and Veeam, but Commvault Cloud is the only SaaS solution that gives us the performance and scalability we required to protect our critical Microsoft 365 environment," said Alzebdeh.

> **Commvault Cloud has given us the confidence that we now have a unified, modern data security solution to support our future path to the cloud.**
>
> **Fadi Alzebdeh**
> System Administrator Team Leader, Juma al Majid Holding Group

The transition to Commvault Cloud was quick and easy. JAM Group is in the process of upgrading Commvault HyperScale Appliance and plans to integrate it with Commvault Cloud soon to maximize the benefits of a single-vendor solution.

THE RESULTS

With Commvault's storage and extended retention built-in, JAM Group can preserve mailbox data based on multiple retention policies—such as keeping particular emails as permanent records for legal purposes.

"The requirement to retain emails is constantly growing in 15TB segments, so it was not sustainable to keep adding external storage," said Alzebdeh. "Now with Commvault Cloud Backup & Recovery for Microsoft 365, we know that all our mailboxes are backed up and can be restored anytime without worrying about storage capacity or hardware costs removing the need for our quantum i40 library."

Save **significant time** managing backup andrecovery	Deployed Commvault Cloud to **protect over 2,700 mailboxes**

Thanks to Commvault Cloud Compliance capabilities, JAM Group can also quickly search for, uncover, and preserve Exchange emails for regulatory purposes via a simple keyword query. Commvault's flexible restore options also streamline granular or point-in-time recoveries for Exchange Online mailbox restoration. The IT team no longer needs to rely on a spreadsheet to know which tapes to bring from a remote site to restore the required mailboxes. This has helped to improve the data recovery efficiency response times.

Through the intuitive user interface of Commvault Cloud, Alzebdeh and his team can rapidly generate reports via the dashboard and monitor the status of backups and recovery across the hybrid environment, which was not possible with the previous solutions.

"The biggest benefit of using Commvault Cloud is the simplicity and scalability. This saves us significant time in data management, eliminating the laborious task of backing up data to disc, copying to tapes, sending and recovering tapes from remote site, and waiting for the whole restoration process to finish. A major improvement empowering us to focus on developing new services rather than maintaining systems," said Alzebdeh. "Commvault has given us the confidence that we now have a unified, modern data security solution to support our future path to the cloud."

To learn more, visit **commvault.com**

Commvault®

commvault.com | 888.746.3849