

Keeping Milan moving: ATM delivers uninterrupted public transport with data resilience from Veeam



Organization

[Azienda Trasporti Milanesi](#)
(ATM) is 100% owned by the Municipality of Milan. Operating since 1933, the organization provides public transport services in the capital of Lombardy and its metropolitan area. Today, the ATM Group is pioneering sustainable mobility in Europe, with a significant presence in Denmark and Greece.

Solution

[Veeam Data Platform — Premium](#)
[Veeam Backup for Microsoft 365](#)

Industry

Transportation

Region

Europe

“With Veeam, we’re driving data availability levels up to nearly 100% and cutting data recovery times from days to minutes. The result is unprecedented service continuity that keeps Milan and the surrounding region moving.”

Marco Natali

Head of IT Technology & Operations, Azienda Trasporti Milanesi

Challenge

ATM plays an essential role in the lives of millions of people in the Lombardy region and beyond, transporting them safely and efficiently to their destinations each day. To keep services running smoothly, the organization depends on reliable access to business-critical data whenever it’s needed. ATM looked for a solution to ensure exceptional service continuity by enabling rock-solid data protection.

Results

- Enabled near-100% data availability, supporting outstanding passenger experiences
- Cut data recovery times from days to minutes, avoiding disruption to passengers
- Freed up resources for reinvestment in sustainability initiatives

Business Challenges

ATM prides itself on keeping the major metropolitan city of Milan and the surrounding area moving through reliable, punctual public transport. By encouraging people to leave their motor vehicles and motorcycles at home, the organization supports lower pollution levels and traffic, contributing to a higher quality of life for the region's residents.

“At ATM, we're always innovating and finding new ways to reach sustainability targets. We harness cutting-edge technology and huge volumes of data to make this happen — each day we process millions upon millions of transactions.”

Marco Natali

Head of IT Technology & Operations
Azienda Trasporti Milanese

With operations including metro lines, buses, trams, car parks and bicycle sharing services, keeping everything running without a hitch is a key focus for the organization's IT team. As ATM modernized its digital capabilities by adopting software-as-a-service (SaaS) solutions, it looked for a comprehensive, future-proof data protection solution to meet its evolving needs.

“Our priority is to provide a consistently high level of service to users,” said Marco Natali. “This is only possible if we're prepared for both the expected, such as the inevitable data growth and changes in our IT infrastructure, and the unexpected — which could include cyberattack or natural disaster. We set out to increase our organizational resilience dramatically.”





The Veeam Solution

Using Veeam, ATM is enabling the sky-high service continuity that allows the people of Milan and its environs to travel without interruption. The organization first deployed Veeam to protect its on-premises virtualized environments, before extending it to its Microsoft 365 landscape.

“Originally we selected Veeam because it works better with VMware than any other data protection solution,” said Frascolla Adamo Mirko, IT Infrastructure Manager at ATM. “We were impressed by the agentless backup feature, which allowed us to simplify management of backups significantly. When it came time to pick a solution to protect our business-critical Microsoft 365 applications, Veeam was the natural choice. It’s a great advantage to have one toolset to protect data on-premises and in the cloud.”

Today, ATM protects virtual machines hosted on-premises with Veeam. In parallel, Veeam Backup for Microsoft 365 keeps 500 mailboxes safe. The organization recently purchased licenses for Veeam Data Platform — Premium to introduce new recovery orchestration capabilities.

“Veeam is helping us build multiple layers of resilience into our IT infrastructure,” said Marco Natali. “For example, our backups are now immutable with Veeam, insulating them from compromise in the event of a cyberattack. With Veeam, we’re driving data availability levels up to nearly 100% and cutting data recovery times from days to minutes. The result is unprecedented aqwsurrounding region moving.”



The Veeam solution has already proved itself, coming to the rescue when a failed security update prevented some customer payments going through. “Veeam allowed us to quickly restore a cluster of application servers and get the payment services back up in just a few minutes rather than the multiple working days it would have taken in the past. That helped us reduce disruption to passengers and avoided a significant financial loss,” said Frascolla Adamo Mirko.

By enabling more efficient management of data protection and ensuring IT services are available 24/7, Veeam is freeing up resources at ATM. The organization is redirecting these resources to innovative new sustainability initiatives, such as rolling out more electric vehicles and upgrading metro lines.

“We have a staggering amount of data that’s growing all the time, and Veeam is helping us to protect and manage this precious asset better than ever before,” said Marco Natali.

“As we discover new ways to harness data to improve our services, ensuring non-stop availability only gets more important — putting Veeam at the center of our long-term technology strategy.”

Marco Natali

Head of IT Technology & Operations
Azienda Trasporti Milanese



The Results

Enabled near-100% data availability, supporting outstanding passenger experiences

Veeam helps ATM deliver public transport services that users can rely on 24/7, keeping Milan and the surrounding area moving and contributing to lower pollution and traffic levels.

Cut data recovery times from days to minutes, avoiding disruption to passengers

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Freed up resources for reinvestment in sustainability initiatives

From upgrading metro lines to rolling out more electric vehicles, ATM continues to invest in making its operations more sustainable and environmentally friendly.

About Veeam Software

Veeam®, the #1 global market leader in data resilience, believes every business should be able to bounce forward after a disruption with the confidence and control of all their data whenever and wherever they need it. Veeam calls this radical resilience, and we’re obsessed with creating innovative ways to help our customers achieve it. Veeam solutions are purpose-built for powering data resilience by providing data backup, data recovery, data portability, data security, and data intelligence. With Veeam, IT and security leaders rest easy knowing that their apps and data are protected and always available across their cloud, virtual, physical, SaaS, and Kubernetes environments. Headquartered in Seattle with offices in more than 30 countries, Veeam protects over 550,000 customers worldwide, including 67% of the Global 2000, that trust Veeam to keep their businesses running. Radical resilience starts with Veeam. Learn more at www.veeam.com or follow Veeam on LinkedIn [@veeam-software](https://www.linkedin.com/company/veeam) and X [@veeam](https://twitter.com/veeam).

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