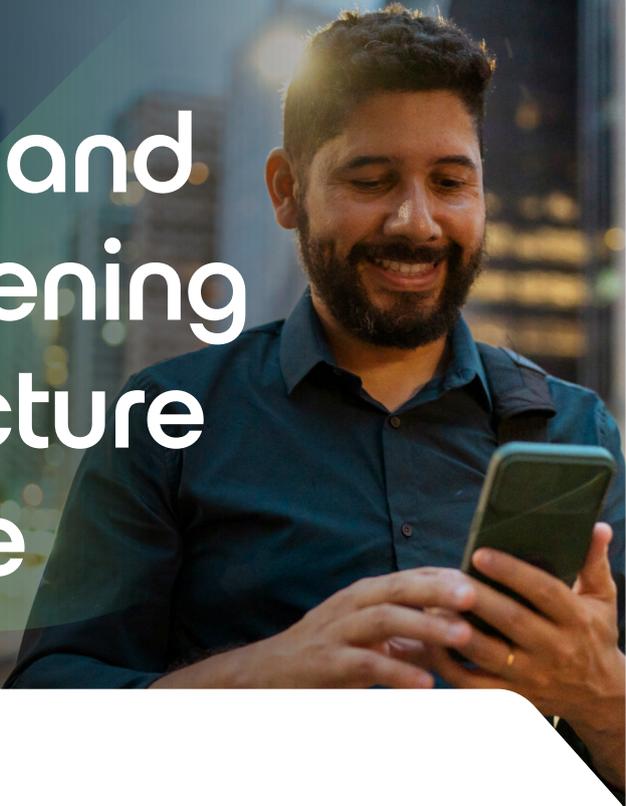


Banco Mercantil and Veeam: Strengthening backup infrastructure for the digital age



BANCO MERCANTIL

Organization

Founded in Minas Gerais, Brazil, in 1943, Banco Mercantil offers retail and business banking services to more than 8.2 million customers across seven states. As a pioneer in the adoption of digital banking solutions, the organization employs 5,300 people, including an IT team of 400.

Solution

[Veeam Data Platform](#)

Industry

Financial Services

Region

Latin America

“Veeam has helped us make our data more resilient, with better performance, data testing, disaster recovery, better management, and automation of our backups, and an extra layer of data protection.”

Rafael Gomes

Infrastructure and Middleware Coordinator at Banco Mercantil

Challenge

Banco Mercantil relies on its digital systems to offer high-quality banking experiences to its 8+ million customers in Brazil. To ensure business resilience during its initial steps toward moving to the cloud, the bank sought to replace its increasingly unreliable legacy backup tool with a new, robust, and efficient data protection solution.

Results

- Enables 98% faster recovery of cloud and on-premises systems
- Triples data retention time while reducing physical storage requirements by 50%
- Reduces backup time from 12 hours to 8 hours to protect customer-facing services

Business Challenges

For over 70 years, Banco Mercantil has built a reputation for providing high-quality banking services to the Brazilian market.

"Our digital systems play a vital role in delivering exceptional customer service, which is why we are continuously investing in improving and expanding these resources," said Kleverton Assis, IT Manager at Banco Mercantil.

Banco Mercantil provides end-to-end services through a virtualized IT infrastructure that's comprised of approximately 1,600 virtual machines (VMs) with a total of 160 TB of data. Ensuring business availability and continuity is one of the bank's main goals, but the organization's previous backup tool made this difficult.

"The number of problems with our previous tool was increasing month after month," said Rafael Gomes, Infrastructure and Middleware Coordinator at Banco Mercantil. "Often, backing up our systems took more than 12 hours, which

increased the risk of jobs being performed during business hours and disrupted customer-facing services. Backup processes also frequently failed, forcing us to divert dozens of IT employees from other tasks to combat the problems."

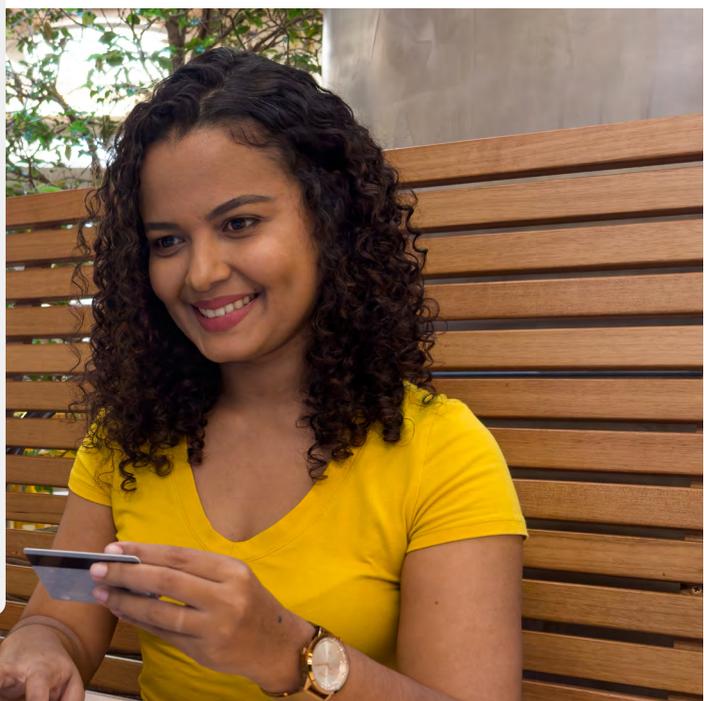
In short, Banco Mercantil's previous tool was not only slow and unreliable but was a major drain on resources too. The monthly increase in problems suggests that the bank's situation was unsustainable and scalable in terms of risk and cost. As Banco Mercantil prepared to take the first step on its cloud migration journey, it saw an opportunity to transform its data resilience strategy.

"To improve operational efficiency and agility, we decided to migrate approximately 800 VMs to a public cloud provider," said Renata Guimarães, IT Tech Lead at Banco Mercantil. "Our provider did not have a second availability zone for Latin America, so we needed a reliable business continuity and disaster recovery (BC/DR) solution. It was the perfect time to take a fresh look at our entire data protection strategy."

"The number of problems with our previous tool was increasing month after month. Often, backing up our systems took more than 12 hours, which increased the risk of jobs being performed during business hours and disrupting customer-facing services."

Rafael Gomes

Infrastructure and Middleware Coordinator
at Banco Mercantil



The Veeam Solution

After an in-depth market assessment and a proof-of-concept process, Banco Mercantil chose Veeam Data Platform to protect its mission-critical systems.

"Veeam stood out to us as the best choice in some important areas: Reliability, efficiency, and data compression," said Guimarães. "With Veeam, we were able to drastically reduce our backup window without making any changes to our underlying IT infrastructure. In addition, Veeam Data Platform allows us to increase compression by 50% compared to our previous tool, all while tripling our data retention policy from 30 to 90 days."

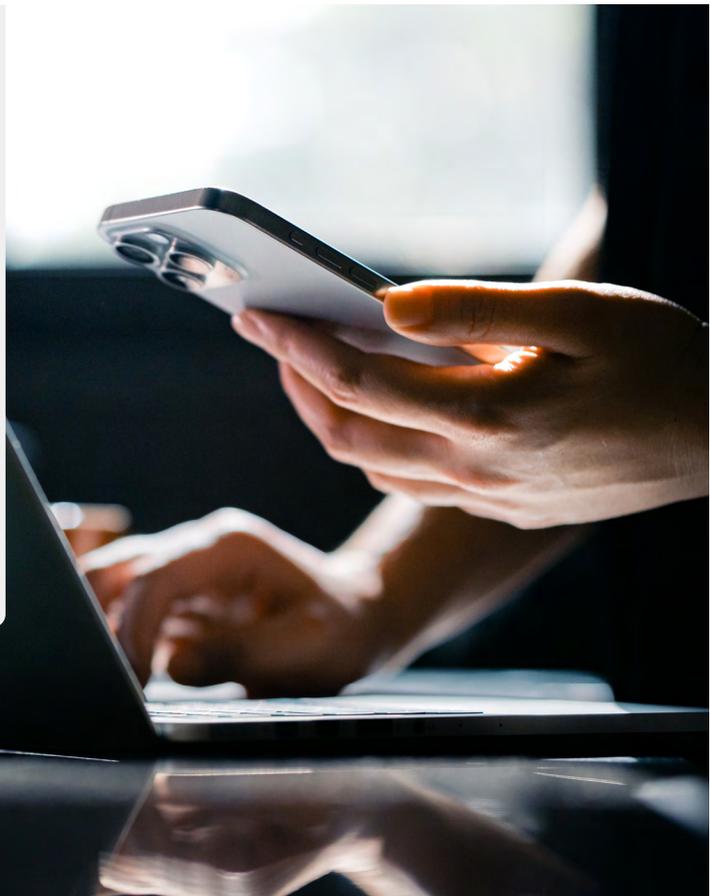
Today, Banco Mercantil uses Veeam's Continuous Data Protection (CDP) technology to replicate data from its on-premises and cloud environments to a DR site. For critical assets, such as databases, the company retains daily VM snapshots for 365 days to allow for on-demand recovery to any point in the previous year.

"With Veeam's immutable backups, we gain peace of mind that our data cannot be modified after the fact [which is] a powerful layer of defense against attacks," said Guimarães. "In addition, replicating workloads in the cloud for our DR site gives us the level of data resilience we need to confidently migrate to the cloud."

"When backups took too long, it caused chaos in our production systems. With Veeam, everything works perfectly — it has made a huge difference in our daily productivity and team satisfaction."

Renata Guimarães

Virtualization Tech Lead at Banco Mercantil





Using Veeam, one or two IT employees now complete all daily backup tasks in just eight hours, which frees up the broader team to focus on the bank's ongoing digital innovation program.

"With the old tool, we were constantly on high alert because problems were so frequent," said Gomes. "When backups took too long, it caused chaos in our production systems. We needed to set up crisis rooms with 20 IT team members just to deal with these problems. With Veeam, everything works perfectly — it has made a huge difference in our daily productivity and team satisfaction."

Banco Mercantil has already used Veeam's capabilities to help mitigate their business risks. When a large cloud VM with more than 9 TB of data suddenly went offline, the organization was able to fully restore it from a recent backup

in less than 10 minutes — a task that would have taken a full day of work with the old tool. With integrated scanning and alerting capabilities, Veeam empowers Banco Mercantil to proactively defend against cyberthreats.

Looking to the future, Banco Mercantil plans to continue expanding its success with Veeam. In the coming months, the bank will use Veeam's orchestration capabilities to enable deeper integration with its cloud services and automated failover in the event of unplanned outages.

"In the pursuit of excellence in customer service, we continue to expand our cloud presence," said Guimarães. "We plan to explore more opportunities to use Veeam and make our new platforms and workloads more secure and resilient."

The Results

Enables 98% faster recovery of cloud and on-premises systems

"In the past, restoring VMs or even individual files was always complicated and very time-consuming," said Renata. "With Veeam, we can achieve in minutes what previously required hours of work."

Triples data retention time while reducing physical storage requirements by 50%

With Veeam's integrated compression, Banco Mercantil uses its existing storage infrastructure more efficiently, allowing it to store more copies of data with fewer storage resources.

Reduces backup time from 12 hours to 8 hours, protecting customer-facing services.

The bank now completes daily backups 33% faster, virtually eliminating the risk of backups interfering with business hours and helping to ensure digital banking services are always available for customers.

About Veeam Software

Veeam, the #1 global market leader in data resilience, believes every business should control all their data whenever and wherever they need it. We're obsessed with creating innovative ways to help our customers achieve data resilience. We do that by offering purpose-built solutions that provide data backup, data recovery, data portability, data security, and data intelligence. Headquartered in Seattle, with offices in more than 30 countries, Veeam protects over 550,000 customers worldwide, who trust Veeam to keep their businesses running. 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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