



# City Logistics keeps data resilient through AWS data migration with Veeam



## Company

Founded in Durban, South Africa in 1988, City Logistics provides first mile, last mile, warehousing, contract logistics and e-commerce services. With more than 3,000 employees, the company operates a fleet of over 1,000 vehicles, servicing all areas nationwide as well as in Botswana, Namibia and Swaziland.

## Solution

[Veeam Backup for AWS](#)  
[Veeam Data Platform](#)

## Industry

Transportation

## Region

Middle East and Africa

“When I mention Veeam to our senior leadership, I don’t need to explain what it is; everyone knows it by reputation. We’re looking forward to building on what we’ve achieved to further strengthen data protection for our 24/7 logistics operations.”

## Lester Michael

IT Support Manager, City Logistics

## Challenge

City Logistics delivers 24/7 multinational logistics operations, and any downtime or disruption carries significant reputational and financial risk. When it migrated its key systems to the AWS cloud, the company looked for a data protection solution that would help it maintain stringent recovery point and time objectives.

## Results

- Deployment and go-live in just two hours
- Cuts RPO by 80% and RTO by 85%
- Helps optimize cloud costs with real-time insights

## Business Challenges

City Logistics is a leading logistics partner in Southern Africa. With a fleet of more than 1,000 vehicles, the company's employees take pride in consistently achieving 97% service efficiency for customers across the retail, automotive, consumer goods, and industrial sectors.

City Logistics is always looking for more effective ways to support its customers. For example, the company has established a dedicated technology organization focused on developing innovative digital solutions. These include a mobile app to help drivers find drop-off locations more quickly and accurately.

"As part of an ongoing digital transformation project, we recently migrated our core systems to the AWS cloud," said Michael. "Moving to a hyperscaler platform lets us scale our infrastructure elastically to align with the rapid growth of the business."

"To safeguard our vital data on AWS, we looked for a data protection solution that would help us deliver on our demanding recovery time and point objectives."

**Lester Michael**

IT Support Manager, City Logistics





“If our biggest production server went offline at 1 p.m., we could have it back online again by 2 p.m. — a significant improvement over our previous data protection tool.”

**Lester Michael**

IT Support Manager, City Logistics

## The Veeam Solution

After a thorough review of the data protection market, City Logistics selected Veeam Backup for AWS for to protect its cloud data. Purchased via the AWS Marketplace and delivered by local Veeam partner [First Horizon](#), the solution provides robust, cloud-native data protection and disaster recovery (DR) capabilities.

“While most of our systems run in virtual machines (VMs) on AWS, we also run a handful of key applications in a local cloud,” said Michael. “We wanted a single solution to protect all our environments, and Veeam lets us manage our hybrid landscape with ease.”

Working with support from Veeam and First Horizon, City Logistics rapidly configured the solution to safeguard its vital data.

“Purchasing Veeam through the AWS Marketplace was super simple, and deploying the solution was just as easy,” said Michael. “The documentation on Veeam’s website is very thorough, and setting up the solution was a breeze. Within just two hours, we connected Veeam to our AWS environment and started running our first backup jobs. All the backups we create are immutable, which gives us great peace of mind.”

With Veeam, City Logistics can rapidly back up and restore its systems. The company cut its RPO by 80% and its RTO by 85%, helping it meet its targets and mitigate the risk of unplanned downtime in a disaster scenario.

In addition, Veeam helps City Logistics optimize its cloud spending by providing valuable storage insights and tiering capabilities.

“With Veeam, we can automatically store our backups in the most cost-effective AWS storage tier,” said Michael. “The solution also lets us estimate the cost of our entire backup policy, factoring in long-term data retention requirements. This is a massive time save compared to manually calculating our future spend.”

Based on its success with Veeam, City Logistics plans to strengthen protection for its Microsoft Outlook, Teams, and SharePoint by deploying Veeam Backup for Microsoft 365.

“As a solution, Veeam speaks for itself,” said Michael. “When I mention Veeam to our senior leadership, I don’t need to explain what it is; everyone knows it by reputation. We’re looking forward to building on what we’ve achieved to further strengthen data protection for our 24/7 logistics operations.”

## The Results

### Deployment and go-live in just two hours

An intuitive user interface and high-quality online documentation enabled City Logistics to start running its first AWS backup jobs in a matter of hours.

### Cuts RPO by 80% and RTO by 85%

With Veeam, City Logistics has significantly reduced both RPOs and RTOs, which helps the organization to meet its rigorous internal service level agreements (SLAs) and reduce business risk.

### Helps optimize cloud costs with real-time insights

Using the AWS backup cost calculator from Veeam, City Logistics gets an accurate, instant overview of the cost of its entire backup policy, including long-term data retention.

### 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](http://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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