

# Building public trust: How Israel's digital agency secures citizen data with Veeam



## Organization

The [Israel National Digital Agency](#) is spearheading digital transformation throughout the Israeli public sector. Reporting to the Minister of Economy and Industry, the organization serves as the technological headquarters for Israeli government ministries and public bodies.

## Solution

[Veeam Data Platform](#)

[Veeam Backup for Salesforce](#)

## Industry

Government

## Region

Middle East and Africa

“ Israeli citizens trust us to protect their data and their public services, and we trust Veeam to help us deliver. ”

## Moti Dodi

Backup Manager, Israel National Digital Agency

## Challenge

The Israel National Digital Agency is helping the Israeli government harness data to drive better decision-making and raise service levels for citizens. Faced with rapidly expanding hybrid data environments and escalating cyber risk, the organization sought a data resilience platform that could scale, adapt, and provide robust enterprise protection for all critical government services.

## Results

- Enables the rapid recovery of critical systems to ensure uninterrupted service
- Enhances cyber resilience to safeguard citizen data against loss and attacks
- Maximizes public investment by delivering cost-effective and efficient data protection

## Business Challenges

The Israel National Digital Agency is on a mission to deliver simple, unified, secure, and truly personalized public services for every Israeli citizen, transforming daily life through cutting-edge technology. Each new digital service — whether self-service portals or cloud-powered platforms — is more than just an upgrade. It's a promise to every citizen that their information and access to their government is protected and available, whenever and wherever they need it.

"We're driving exciting new technology projects to support the evolution of Israel's public services," said Moti Dodi, Backup Manager at the Israel

National Digital Agency. "Every innovation, from leveraging Google Cloud Platform and AWS to launching new citizen portals, centers on making life easier and safer for the people we serve. Behind every service is a huge amount of personal and public data; protecting that data is a responsibility we take very seriously."

The stakes are high, since every record represents a person, a family, and a future. This means that the Israel National Digital Agency must be able to defend against global cyberthreats and seamlessly protect their data across diverse environments with the right solutions.

"Cybercrime isn't just an IT problem; it's a challenge to our mission of public trust," Dodi said.

"As we added new workloads and services, we needed a data resilience solution that would stand strong with us now and in the future."

**Moti Dodi**

Backup Manager, Israel National Digital Agency



## The Veeam Solution

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As a long-time innovator, the Israel National Digital Agency recognized Veeam's potential to redefine data resilience for the Israeli government. Veeam wasn't just a vendor — it became a trusted partner in the organization's drive to protect Israeli citizens' digital lives.

"We've relied on Veeam to protect our data for 15 years," Dodi said. "We saw an opportunity to expand our Veeam environment, securing not just our legacy environments but also every new cloud and hybrid workload. Veeam became the backbone of our data resilience strategy."

Today, the agency backs up 1PB of critical data with Veeam Data Platform to ensure continuity for different ministries and public sectors nationwide.

Veeam Backup for Salesforce also offers flexible, robust protection for the government's centralized citizen data, which is an especially vital asset in times of crisis.

"To better support citizens, the government centralized citizen data in Salesforce to ensure every interaction and need was tracked and supported," said Dodi.

The agency's partnership with Veeam goes beyond technology too. With dedicated support from a Veeam technical account manager (TAM), the Israeli National Digital Agency team can receive expert guidance, troubleshooting, and strategic advice to accelerate their digital journey while maximizing data protection.





“From implementation to everyday questions, Veeam’s TAM service delivers exceptional value,” Dodi said. “Every interaction is responsive and insightful. Our TAM ensures we get the most out of Veeam and helps us turn data resilience into a strategic advantage.”

The results are transformative. Since adopting Veeam, the organization can now recover even the most complex, business-critical systems in record time, thus protecting citizens from service disruptions and maintaining the integrity of public trust.

“Veeam Backup for Salesforce gives us the freedom to protect data wherever it makes sense — on-premises or in the cloud — so we can respond faster and smarter to citizens’ needs.”

**Moti Dodi**

Backup Manager, Israel National Digital Agency

“With Veeam Data Platform, we avoid interrupting the work of ministries and citizens alike,” said Dodi. “We can restore our largest systems — up to 1TB — in less than 2.5 hours. That’s not just an IT win; it’s a win for every person who depends on us.”

The Israeli National Digital Agency is also raising the bar on cyber resilience by using Veeam to encrypt all backups and rolling out immutable backup capabilities, building an unbreakable shield against ransomware and cyberattacks.

“Encrypting every backup with Veeam gives us and our citizens greater peace of mind,” Dodi said. “We’re introducing immutable backups to further strengthen our defenses too. Our journey with Veeam is ever-evolving, and we’re deploying Veeam Kasten for containerized environments and planning to adopt Veeam Data Cloud for Salesforce. Israeli citizens trust us to protect their data and public services, and we trust Veeam to help us deliver on that promise, every single day.”



## The Results

### **Enables the rapid recovery of critical systems to ensure uninterrupted services**

"If our systems go down, critical services for families, hospitals, and responders could be disrupted," said Dodi. "With Veeam, we can restore even our largest environments in less than 2.5 hours, keeping government operations running and maintaining public trust."

### **Enhances cyber resilience to safeguard citizen data against loss and attacks**

"Every record we protect represents an individual, a family, and their future," said Dodi. "With Veeam's encrypted and soon-to-be immutable backups, we've dramatically lowered the risk of data loss, giving citizens confidence that their most sensitive information is safe."

### **Maximizes public investment by delivering cost-effective, efficient data protection**

"Veeam provides us with advanced data resilience at a very competitive total cost of ownership," said Dodi. "We leverage industry-leading capabilities and expert support, helping us do more for citizens while making smart use of taxpayer resources."

### **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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