Seconds saved, crimes stopped: Ituran slashes recovery times 4x with Veeam's data resilience

ituran

Organization
Founded in 1995, Ituran develops innovative hardware and software solutions for fleet management, stolen vehicle recovery, car connectivity, and more. With 3,000 employees servicing 2.4 million+ subscribers in 26 countries, Ituran is determined to remain at the forefront of its field.

Solution
Veeam Data Platform Advanced

Veeam Data Cloud *for Microsoft 365*

Industry
Technology

Region
Middle East & Africa

> **In a line of business where every second counts towards catching criminals or managing an ambulance fleet, the 4x reduction in recovery times with Veeam ensures that we don't let our clients down.**

Shlomi Ishai
Infrastructure and Security Manager, Ituran

Challenge
Whether tracking stolen vehicles or helping car insurers set premiums, time is of the essence for Ituran's operations. To reduce the risk of unplanned downtime for critical IT services, the company looked to raise the bar for data resilience yet again.

Results
- Gets critical services back online 4x faster, minimizing operational risk during time-critical incidents
- Boost data resilience efficiency
- Streamlines compliance with powerful reporting

Business Challenges

For 30+ years, Ituran has led the telematics and connected car solutions industry. Ituran's innovative technologies help millions of people across the world track and manage their fleets, recover stolen vehicles, and measure driver performance for telematics insurance. Supporting the day-to-day operations at Ituran is a vast IT infrastructure, ranging from productivity applications for employees and ERP systems to proprietary software for real-time tracking.

Ituran must meet strict compliance requirements for data resilience, both in line with government regulations and to protect its clients. For example, one of Ituran's clients uses temperature-controlled vehicles to deliver life-saving medication; any interruption to IT services could spoil the medication and affect patient care. Ituran must both maintain refrigeration throughout the journey and provide proof that the clients' data is stored securely for up to seven years for regulatory review.

"We operate 24/7, so top-notch data resilience is a requirement," said Ishai. "With new cyber threats emerging every day, we wanted the most robust solution for protecting sensitive customer information."

> Keeping our systems running without a second of downtime is critical. This is especially true during stolen vehicle recovery operations, when we race against time to catch thieves as they make their getaway. Similarly, for clients managing emergency services vehicles, service interruption is unacceptable.
>
> **Shlomi Ishai**
> **Infrastructure and Security Manager, Ituran**

The Veeam Solution

Veeam has long been the cornerstone of Ituran's data resilience strategy, protecting over 100 TB of business-critical data. The company recently decided to double down on its commitment to Veeam by adopting the Premium edition of Veeam Data Cloud *for Microsoft 365*. The move unlocks lightning-fast backups and disaster recovery at scale for Ituran's Microsoft 365 data.

"Our Microsoft 365 data was already in the cloud, so picking Veeam's cloud-based solution was a natural choice," said Ishai. "The deployment was very simple — by the time I asked for a status update, it was already complete. Veeam Data Cloud *for Microsoft 365* Premium gives us the ability to recover at scale, so we can better prepare for events such as a major ransomware attack."

Through built-in monitoring, reporting, and alerting features, Veeam empowers Ituran with comprehensive visibility of data resilience across its operations.

"You don't have to be an expert to work with Veeam, which helps us save our most skilled resources for work on more complex tasks," said Ishai. "Granular data recovery capabilities save our team time and effort, while disaster recovery functions give us peace of mind. By streamlining our data resilience operations through Veeam, we release valuable time for the IT innovation for which Ituran is known worldwide."

Before using Veeam, Ituran needed up to 45 minutes to recover critical systems. With Veeam, recovery time has been reduced to under 10 minutes.

"In a line of business where every second counts towards catching criminals or managing an ambulance fleet, the 4x reduction in recovery times with Veeam ensures that we don't let our clients down during critical moments," said Ishai. "Our Microsoft 365 apps are crucial to the smooth running of the business, so it's a big relief to know they're now covered with Veeam."
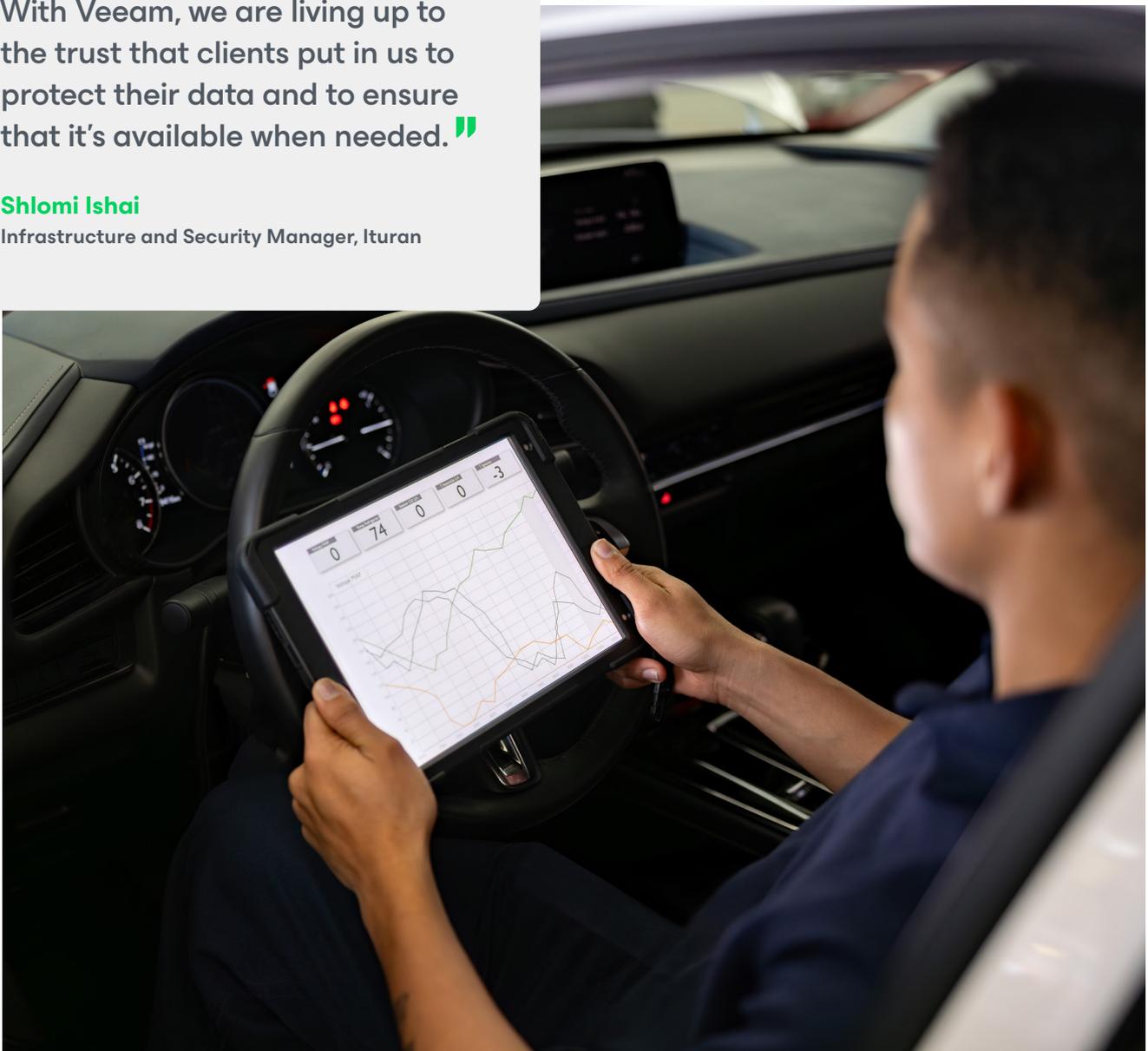
Ituran is augmenting its cyber-resiliency strategy using Veeam. With the ability to avoid and respond to incidents plus integrated reporting functionality, the company can more easily fulfil its regulatory obligations.

"The power and efficiency of Veeam is second-to-none," said Ishai. "We can recover our data rapidly to transform our response to cyberattack. We also use Veeam to generate reports to help meet our compliance requirements."

> **"** With Veeam, we are living up to the trust that clients put in us to protect their data and to ensure that it's available when needed. **"**
>
> **Shlomi Ishai**
> **Infrastructure and Security Manager, Ituran**

The Results

Gets critical services back online 4x faster, minimizing operational risk during time-critical incidents

"In the past, it took us 45 minutes to recover a VM," said Ishai. "With Veeam, it takes us just 10 minutes. This speed of recovery translates into better service levels for our clients."

Boosts data resilience efficiency

"Within a single Veeam console, we can see our entire Microsoft 365 backup and recovery environment," said Ishai. "Whether we want to recover a single email or an entire mailbox, we can find and restore the relevant data very quickly, keeping the impact on our users to a minimum."

Streamlines compliance with powerful reporting

Working with emergency services, Ituran must meet the strictest data resilience compliance requirements. By combining disaster recovery capabilities with integrated reporting functionality from Veeam, the company can more easily fulfil its obligations.

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 and X @veeam.

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