

# Strengthening Data Protection for a Large-Scale IT & ITES Infrastructure



**CUSTOMER SUCCESS STORY**

# ABOUT THE CLIENT



INDUSTRY: IT & ITES

The client is one of India's largest IT and ITES enterprises, operating across multiple cities with a large workforce and serving **100+** global customers through its extensive, technology-driven service ecosystem.



# BUSINESS CHALLENGES



**No centralized backup**  
software for end-user devices.



**Distributed endpoint users**  
across multiple Indian locations  
with no unified protection strategy.



**Lack of self-service**  
data restoration capabilities  
for employees.



**No standardized backup policy**  
or recovery mechanism  
across sites.

# OEM INVOLVED



**COMMVAULT** ▶

# SOLUTIONS OFFERED



Implemented **Commvault Backup Software** to protect all laptops and desktops.



Deployed four dedicated **media agents** across Bangalore, Hyderabad, Chennai, and Delhi.



Configured **single global deduplication** for optimized storage usage.



Enabled **file- and folder-level backup** for all end-users.



Set up **self-service restore** capabilities with configurable policies and permissions.



Offered **end-user licenses** and centralized disaster recovery for all sites.



# BUSINESS IMPACT



**Achieved unified, reliable, and automated backup** across all locations.



**Enabled faster recovery** with user-driven restore capabilities, reducing IT support load.



**Significantly improved** data protection posture and business continuity readiness.



**Reduced storage overhead** through global deduplication.



**Strengthened disaster recovery** across all operational sites.

