

Payzone Ransomware-Proofs Data, Cuts Growing Backup Costs With Object First

Introduction and Executive Summary

Payzone Ireland is one of the country's largest payments networks, processing just under 83 million transactions a year across nearly 4,000 shops, numerous online platforms, and its own Payzone app.

As part of its work, the business holds significant volumes of personal and payment data. With the ransomware threat rising, backup costs escalating, and an ISO 27001 accreditation in progress, Payzone needed backup storage it could own, predict, and trust.

The promise of Absolute Immutability, seamless Veeam integration, and full on-premises control ultimately led Payzone to work with Object First.

The Challenge

Payzone had run Veeam as its backup software for more than a decade, initially writing to Linear Tape-Open (LTO) tape across three sites. This quickly became unsustainable, both operationally and financially. While the business experimented with moving one of its sites to S3 cloud storage, this only compounded issues:

- **Heavy manual overhead:** Rotating tapes weekly and travelling to data centers consumed far too much time for a seven-person IT team.
- **Escalating, unpredictable costs:** Cloud storage charges rose sharply and continuously after an initially reasonable start.
- **Costly network dependency:** Acceptable restore speeds from the cloud required the purchase of a dedicated internet line.
- **Recovery risk:** Neither tape nor standard cloud storage could fully guarantee recoverability, leaving backup data vulnerable to accidental deletion, loss, theft or physical damage.

Iain Briscoe, Head of Production IT at Payzone, summarized the situation: **"The price ballooned very quickly. It just got bigger and bigger, and the only way we could reduce the cost was by not keeping as many backups as we wanted—which didn't really work for us."**



It's a real simple solution that works very well for us. It does exactly what we needed—it's a solid product that we never have any issues with."

Iain Briscoe
Head of Production IT,
Payzone Ireland



Company:
Payzone Ireland

Industry:
Financial Services / Payments

Country:
Ireland

Solution:
Object First Ootbi

Results:
Absolute Immutability against ransomware, backup data returned fully on-premises, improved recovery times over cloud storage, predictable fixed costs, and zero support tickets since deployment.

The Solution

Payzone's replacement requirements were clear: any new backup storage solution had to work seamlessly with Veeam, return control of backup data to its own data centers, and deliver predictable costs—all without adding to the workload of a seven-person IT team.

An internal systems administrator first discovered Object First while researching alternatives to S3 cloud storage. While Payzone did consider other solutions, they ultimately chose Object First for its unparalleled Veeam compatibility, native immutability, and full physical control of backup data.

Briscoe recalled the decision:

"We didn't want to move away from Veeam, and we saw that Veeam and Object First were very intertwined. Once we looked at it and had the initial demo, we knew that's exactly what we wanted and needed."

Deployment was incredibly simple thanks to the use of Veeam default settings. Payzone's own staff installed the Object First appliances in their three data centers, utilising Veeam copy jobs across sites to achieve off-site data resilience.

The Results

By implementing Object First's on-premises backup storage appliance, Payzone was able to address all its key storage challenges:

- **Absolute Immutability** protects backup data from alteration or deletion, with Zero Access to destructive actions.
- **Simplified audits**, as backup data now sits entirely within Payzone's own data centers, removing the need to evidence third-party accreditations.
- **Improved recovery times** against the previous cloud storage, achieved through modest inter-site link upgrades rather than a dedicated line.
- **Predictable, fixed costs** across the contract term, eliminating the need to monitor storage spend.
- **Reduced manual workload**, with no tapes to rotate or transport to offsite storage.
- **Zero support tickets** logged since deployment.

Briscoe described the day-to-day experience:

"Once it's installed, the backups run and we don't touch it. It does exactly what we need. We've never had to log a support ticket; nothing's ever been broken. It's steady as a rock."

The benefits are recognised well beyond the IT team, too. Briscoe continued:

"From an upper management level, they hear we're paying less, the backups are secured on our own premises, they're immutable, and we have a quicker restore time. That's making them happy."

Conclusion

For Payzone, the right technology has turned a costly, high-maintenance backup environment into one that is secure, predictable, and effectively invisible in daily operations. Based on the success of working with Object First so far, Briscoe sees the relationship continuing long into the future:

"We're about a year and a half into a three-year contract, and I don't see any reason we won't renew with Object First."