

NexBank Finds Quick, Efficient Backup with ExaGrid

CUSTOMER SUCCESS STORY



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Roy Bené
VP Director of IT and CISO

Key Benefits:

- Replication between ExaGrid appliances at primary site and DR site provides redundancy
- NexBank saves two hours per restore as compared to tape
- Proactive customer support alerts and advises if issues arise

Customer Overview

NexBank SSB is a financial services company that serves its clients through three core businesses: commercial banking, mortgage banking, and institutional services. Located in Dallas, Texas, NexBank provides customized financial and banking services nationwide.

Replacing Tape with an Efficient Solution

Prior to installing ExaGrid for disk-based backup, NexBank had been backing up to tape and storing backups at an offsite tape vault, which made restores difficult and time consuming. Once Roy Bené, NexBank's VP Director of IT and CISO replaced tape with ExaGrid and Veritas Backup Exec, he has found it to be a much more effective and easy-to-use solution.

Mr. Bené reorganized the libraries of data and tape storage that he inherited when starting his position and has revamped the entire backup infrastructure with the help of his ExaGrid support engineer. "We started off with the basic libraries for Backup Exec to run our backups to the ExaGrid landing zone. We have three ExaGrid appliances, two in our production environment that replicate to each other and one in our DR center. Now, we have three levels of redundancy with ExaGrid.

"The ExaGrid system is faster and more reliable than tape, and Backup Exec handles all the cataloging and inventory. When we need to restore data, we can restore it from any media. There's no more loading or changing tapes for locating or cataloging. The system does everything it needs to do, and it's so much easier to work with. ExaGrid is wonderful! I have recommended it to more than one person."

Hours Saved on Data Restores

Restores have become a simpler, quicker process since NexBank switched to ExaGrid. According to Mr. Bené, "When you do a restore with tape, you have to find the right sequence of tape, inventory it into Backup



Exec, and then go through a bunch of rigmarole—it's a long, convoluted process, especially with older tapes. With ExaGrid, all you have to do is right-click on 'restore' and the jobs and selections pop up, which saves about two hours of work. It's very easy!"

ExaGrid's unique landing zone keeps a full copy of the most recent backup on disk, delivering the fastest restores, VM boots in seconds to minutes, "Instant DR," and fast tape copy.

Adaptive Deduplication Keeps Backups Short and Simple

NexBank keeps its production data in electronic file storage for three to seven years, backing up daily incrementals as well as weekly and monthly fulls. Mr. Bené finds that ExaGrid keeps backup windows short and appreciates how simple and organized the system is. "The deduplication is very good with ExaGrid. We back up the different file types to specific shares on the ExaGrid that we've created, so it's easy to ascertain what data is where," said Mr. Bené.

ExaGrid's patented zone-level deduplication reduces the disk space needed by a range of 10:1 to 50:1 by storing only the unique bytes across backups instead of redundant data.



Adaptive deduplication performs deduplication and replication in parallel with backups while providing full system resources to the backups for the fastest backups and, therefore, the shortest backup window. As data grows, only ExaGrid avoids expanding backup windows by adding full appliances in a GRID. Over time, ExaGrid saves up to 50% in total system costs compared to competitive solutions by avoiding costly “forklift” upgrades.

‘Proactive’ Support Makes a Difference

Mr. Bené has been impressed with ExaGrid customer support. He said, “The support staff is responsive and courteous, thorough and efficient—and that’s rare nowadays.” NexBank’s assigned support engineer noticed that unnecessary data was limiting capacity on the system and contacted Mr. Bené to resolve the issue. “He actually called me to bring it to my attention. He steered me in the right direction and laid out a plan as to what we should do, and then helped me execute that. It was very proactive on ExaGrid’s part and I really appreciated that.”

ExaGrid understands that IT organizations are stretched and require highly interactive and proactive support. ExaGrid assigns a local, level 2 senior customer support technician to each customer so the customer’s IT staff deal with the same senior-level technician all the time with no gatekeepers or level 1 support reps. Ninety-five percent of customers report alerts and alarms to ExaGrid’s health reporting system, enabling ExaGrid to be highly proactive with its support. All failed hardware components such as drives, power supplies, etc., are shipped via next business day air and are hot swappable while the appliances remain in production, maintaining uptime. ExaGrid prides itself on providing the best and most proactive support in the industry.

Unique Architecture Provides Consistent Backup Window

ExaGrid’s award-winning scale-out architecture provides customers with a consistent backup window regardless of data growth. Its unique landing zone retains the most recent backup in its full unduplicated form, enabling the fastest restores, offsite tape copies, and instant recoveries.

About ExaGrid

ExaGrid provides backup storage with a unique landing zone and scale-out architecture. The landing zone provides for the fastest backups, restores and instant VM recoveries. The scale-out architecture includes full appliances in a scalable GRID and provides for a fixed-length backup window as data grows, eliminating expensive forklift upgrades. Learn more at www.exagrid.com.

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