

# Ascend One Rejects Costly Forklift Upgrade in Favor of Scalable and Affordable ExaGrid Disk-Based Backup

CUSTOMER SUCCESS STORY

ASCEND ONE

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Kathy Campbell  
Backup Administrator  
Ascend One Corp.

## Customer Overview

Ascend One Corporation and its family of businesses help consumers get out of debt, strengthen their finances and better manage their money. Headquartered in Columbia, Maryland, Ascend One employs a staff of more than 700 team members who are dedicated to developing innovative and effective financial solutions powered by cutting-edge technology for highly leveraged consumers.

## In Avoidance of Costly Forklift Upgrade

Ascend One had been backing up its data to tape before choosing a disk-based backup system with data deduplication from a top vendor. They became unhappy with the performance they were experiencing, and the deduplication ratios they were expecting did not materialize. In addition, the customer support they received was less than satisfactory.

"With tape, we constantly ran out of space," said Kathy Campbell, backup administrator for Ascend One. "We installed the disk-based system when data deduplication was new. From the beginning the system wasn't properly sized, so we couldn't back up as much data as we would have liked and performance was poor. Even though we installed two systems, we couldn't replicate because the data wasn't deduplicated properly, and we didn't have the bandwidth to deal with that." When their lease expired, Campbell looked at alternatives.

## ExaGrid Delivers Affordable Ease of Use and Scalability

After looking at solutions from a variety of different vendors, Ascend One chose ExaGrid's disk-based backup system with data deduplication to back up and protect their data. The ExaGrid system works alongside Ascend One's existing backup application, CA ARCserve.

"We chose the ExaGrid over other solutions for a lot of reasons, not the least of which is the uncomplicated scalability as well as the ability to do replication," said Campbell. "We were also pleased with the tight integration of ExaGrid and ARCserve. It was important to us that the ExaGrid system and ARCserve work together seamlessly." Those factors combined with the affordability of the system were key to Campbell's decision in choosing ExaGrid.

## Backup Times Reduced, Restores are Easy

Since installing the ExaGrid system, Campbell said that backup times have been reduced, and the speed of restores has increased because of ExaGrid's tight integration with ARCserve.

ExaGrid combines last backup compression along with data deduplication, which stores changes from backup to backup instead of storing full file copies. This unique approach reduces the disk space required by a range of 10:1 to 50:1 or more, delivering unparalleled cost savings and performance.

ExaGrid delivers extremely fast backup performance because data is written directly to disk, and data deduplication is performed postprocess after the data is stored to reduce data. When a second site is used, the cost savings are even greater because ExaGrid's byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

EXAGRID™

## GRID Computing Software Provides High Levels of Scalability

As Ascend One's data grows, the ExaGrid system can be scaled to accommodate additional data. Campbell said that the company plans to add a second ExaGrid system for data replication to enhance its disaster recovery efforts in the future.

ExaGrid's GRID computing software makes the system highly scalable, and when plugged into a switch, different sized configurations can be mixed and matched into a single GRID system with capacities of up to a 100TB full backup plus retention. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

## Easy Setup, Responsive Customer Support

The ExaGrid system was designed to be easy to set up and maintain, and ExaGrid's industry-leading customer support team is staffed by trained, in-house engineers who are assigned to individual accounts. The system is fully supported and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

Campbell said, "I really like ExaGrid's support model of dedicating a support person to each customer. My support engineer is very familiar with ARCserve, and that's been really helpful. He's been very responsive and knowledgeable."

## ExaGrid and CA ARCserve Backup

CA ARCserve Backup delivers reliable, enterprise-class data protection across multiple hardware and software platforms. Its proven technology — unified by a single, easy-to-use interface — enables multi-tiered protection driven by business goals and policies. Organizations using ARCserve Backup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as ARCserve Backup, providing faster and more reliable backups

and restores. In a network running ARCserve Backup, using ExaGrid in place of a tape backup system is as easy as pointing existing backup jobs at a NAS share on the ExaGrid system. Backup jobs are sent directly from the backup application to the ExaGrid for onsite backup to disk.

## Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines high quality SATA drives with byte-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid's byte-level data deduplication technology stores only the changes from backup to backup instead of storing full file copies, reducing the amount of disk needed by a range of 10:1 to 50:1 or more, resulting in a solution that is 25 to 30% the cost of standard SATA drives.

The ExaGrid system is easy to install and use and works seamlessly with popular backup applications, so organizations can retain their investment in existing applications and processes. ExaGrid servers can be used at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories for disaster recovery.

ExaGrid is the leader in cost-effective disk-based backup solutions. A highly scalable system that works with existing backup applications, the ExaGrid system is ideal for companies looking to quickly eliminate the hassles of tape backup while reducing their existing backup windows. ExaGrid's innovative approach minimizes the amount of data to be stored by providing standard data compression for the most recent backups along with byte-level data deduplication technology for all previous backups. Customers can deploy ExaGrid at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories or for disaster recovery.

**For more information about ExaGrid, please visit us at [www.exagrid.com](http://www.exagrid.com) or call us at 1-800-868-6985.**

## About ExaGrid Systems, Inc.

Customers worldwide depend on ExaGrid Systems to solve their backup problems—effectively and permanently. ExaGrid's disk-based, scale-out GRID architecture adjusts to increasing backup demands due to constantly growing data volumes. It is the only solution that combines compute with capacity as well as a unique landing zone to permanently shorten backup windows and eliminate expensive forklift upgrades. Learn more at [www.exagrid.com](http://www.exagrid.com).