

# CFI Medical Solutions Selects ExaGrid Based on Reputation of 'Absolutely Excellent' Customer Support

CUSTOMER SUCCESS STORY



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**Anthony Vaughn**  
Systems Administrator  
CFI Medical Solutions

## Customer Overview

CFI Medical Solutions manufactures Class I & II devices for the medical industry. CFI is an FDA-registered medical device manufacturer, which is ISO 13485 certified. Nominated by Lockheed Martin, the company - which has been in business since the early 1970s and employs about 300 people worldwide - was honored by the U.S. Small Business Association with a regional 2010 Subcontractor of the Year award, presented by President Obama at the White House.

## Tape Replacement Leads to ExaGrid

CFI Medical Solutions had been backing up its critical data to tape but sought an alternative that would provide faster backups as well as minimize the time required to do a restore in the event of data loss.

"We looked at a number of solutions," said Anthony Vaughn, Systems Administrator at CFI, "and based on extensive research, ExaGrid stood out for having absolutely excellent customer support." ExaGrid was also chosen for ease of deployment, product stability, speed of data recovery, and a reduced backup window in addition to its seamless integration with the company's existing backup application, Symantec Backup Exec.

CFI Medical Solutions purchased a two-site ExaGrid disk-based backup system with data deduplication. Data is replicated between the company's two systems to provide for a disaster recovery model.

## Easy Installation and Maintenance

According to Vaughn, "The installation was very fast and easy as promised. The reporting that's built into the system is great. Reports go out after the backups complete, and I get reports when I arrive in the morning. I'd estimate that I save about

five hours per week in management time alone with the ExaGrid, which is time I can better spend doing other things."

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 dedicated to individual accounts. The system is fully supported and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

## Backup Window Shortened

The company has seen a dramatic decrease in its backup window, having shrunk from 24 hours down to a mere 7 hours. This is attributable to how ExaGrid performs its backups.

The ExaGrid system 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 post-process after the data is stored to reduce data. When a second site is used, the cost savings are even greater because ExaGrid's zone-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

**EXAGRID™**

## Outstanding Customer Support

"We rarely have issues, but if it's necessary, our customer support engineer is in contact with me if there's a reason. He's always willing to go the extra mile. If I see an error or have a question, he's right there. It's absolutely phenomenal. As a matter of fact, we're having issues with another vendor right now because their support isn't up to the level we're used to with ExaGrid," said Vaughn.

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## Scalability to Grow

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 130TB 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.

## ExaGrid and Symantec Backup Exec

Symantec Backup Exec provides cost-effective, high performance and certified disk-to-disk-to-tape backup and recovery – including continuous data protection for Microsoft Exchange, SQL, file servers and workstations. High performance agents and options provide fast, flexible, granular protection and scalable management of local and remote server backups.

## Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines high quality SATA drives with zone-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid's zone-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.

**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).