

# Non-Profit Leverages the Power of ExaGrid and Veeam for Fastest Possible Restores and Recoveries

CUSTOMER SUCCESS STORY



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Gabriel Fischer  
LAMP Developer  
Claddagh Commission

## Key Benefits:

- Tight integration with Veeam provides rapid recoveries of VMs
- Full backup window reduced from 48 hours to 24 hours
- Data is locally available for near-instantaneous restores
- Assigned customer support engineer is easily reachable
- Additional appliances can be easily added to the GRID as needed to increase capacity with data growth

## Customer Overview

Claddagh Commission, Inc. was founded in 1977, opening its first beautiful home by the shores of Lake Erie, New York in 1978 for individuals with developmental disabilities. Claddagh is dedicated to providing enriching, meaningful, and cost-effective services that include residential, day, respite, family support, and nursing as well as supportive work opportunities and service coordination. These services are provided in a friendly, family-like setting.

## Concern About Recovery Speed Led to Search for a New Solution

Prior to installing the ExaGrid system, Claddagh had been using a combination of an online backup solution and tape to back up and protect its data, but worries about recovery speed and the time and effort it took to manage tape led its IT staff to consider alternative solutions.

“Restoring data using our online backup solution took way too long, and we were concerned about our ability to recover quickly if we had a disaster or a large amount of data to retrieve,” said Gabriel Fischer, LAMP developer for the Claddagh Commission.

One of the main reasons Claddagh purchased the ExaGrid system was its tight integration with Veeam, Fischer said.

“We initially considered straight disk but then decided to look at disk-based backup systems as well. The ExaGrid system was the clear winner because of its lower cost, data deduplication technology, and most importantly, its tight integration and interoperability with Veeam,” he said.

## Tight Integration Between ExaGrid and Veeam Delivers Fast Recoveries

The ExaGrid system works hand-in-hand with Veeam for rapid recoveries of virtual machines. With the ExaGrid system, data is backed up immediately to a landing zone, and the most recent backup is cached and retained in its complete form. In the event

of a primary storage outage or other issue that causes the primary storage to become unavailable, virtual machines can be run directly from the cached backup on the ExaGrid system using Veeam’s Instant VM Recovery feature.

“We are 100% virtualized, so the ability to spin up a server from the ExaGrid system without affecting other processes is a huge benefit to us,” said Fischer. “No other vendor has the level of interoperability with Veeam that ExaGrid does.”

## Post-Process Data Deduplication Reduces Amount of Data Stored, Speeds Backups

ExaGrid combines standard compression along with zone-level data deduplication, which stores changes from backup to backup instead of storing full file copies. 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. 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.

“We’ve been impressed with the ExaGrid’s post-process data deduplication method. It’s extremely effective at reducing our data, and because the data deduplication process begins after the backup hits the ExaGrid system, our backup jobs run as quickly as possible.”

**EXAGRID™**

Prior to installing the ExaGrid system, full backups took nearly 48 hours, including job runtime, tape changing, management, and administration. Now full backups run automatically without user intervention and take only 24 hours.

“The ExaGrid system has cut the amount of time we spend on backups, and we’re more confident in our ability to restore data,” said Fischer. “We recently had a situation where we had three drives fail in our storage array, and it took three weeks for the replacement drives to arrive. I slept better at night just knowing that if we did experience another drive failure, we’d be able to recover quickly with the ExaGrid.”

Fischer said that restores are also much faster with the ExaGrid system. “We have access to a lot of retention on the ExaGrid system, and all that data is locally available for restores. Restoring data from our online backup solution was time consuming because we had to wait for the information to be downloaded over the Internet,” he said. “With the ExaGrid, we have near-instantaneous restores.”

## Easy Installation and Management

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.

“The installation process was simple and straightforward. ExaGrid’s support engineer assisted me with the install, and we had the system up and running in no time,” he said. “It’s also very easy to manage and administer – once it’s set up, there’s really not much ongoing management to do. It’s a very solid system, and we haven’t had any issues with it. It simply backs up our data consistently, each and every night.”

Fischer said he’s been most impressed with ExaGrid’s customer support model and the engineer assigned to the Claddagh account.

“ExaGrid’s support model is fabulous. We have an ExaGrid engineer assigned to our account, and he’s easily reachable if we have a question or concern,” he said. “I feel as though – as a company – ExaGrid cares about my backups. The level of

support I receive is far above any other experience I’ve had from a technology vendor.”

## Flexible GRID Architecture

ExaGrid uses a GRID-based configuration, so when the system needs to expand, additional appliance nodes are attached to the GRID, bringing with them not only additional disk but also processing power, memory, and bandwidth. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows. In addition, as new ExaGrid appliance nodes are added to the GRID, the ExaGrid automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

“ExaGrid’s GRID architecture gives us an enormous amount of flexibility. We can easily add a unit to the GRID if we need to improve capacity or performance, and we can also choose to add another unit offsite for disaster recovery,” Fischer said. “It’s a very flexible system that provides rock-solid backups without a lot of user intervention. It’s been a wonderful solution for us.”

## ExaGrid and Veeam

The combination of ExaGrid’s and Veeam’s industry-leading virtual server data protection solutions allows customers to utilize Veeam Backup & Replication in VMware, vSphere, and Microsoft Hyper-V virtual environments on ExaGrid’s disk-based backup system. This combination provides fast backups and efficient data storage as well as replication to an offsite location for disaster recovery.

The ExaGrid system fully leverages Veeam Backup & Replication’s built-in backup to disk capabilities and ExaGrid’s zone-level data deduplication for additional data reduction (and cost reduction) over standard disk solutions. Customers can use Veeam Backup & Replication’s built-in source-side deduplication in concert with ExaGrid’s disk-based backup system with zone-level deduplication to further shrink backups.

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