Disability Management Services Ensures Fast, Reliable Backups with ExaGrid

DMS
Our Service *is* Solutions.

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>
> **Tom Wood**
> **Network Services Manager**

Key Benefits:

- DMS no longer struggles with long backups — ExaGrid cuts backup window in half
- ExaGrid provides quicker replication to DMS' colo facility for better data security
- Switch to ExaGrid from tape eases backup management

Customer Overview

Founded in 1995, Disability Management Services, Inc. ("DMS") is an independent, full-service third-party administrator and consulting firm, specializing in the management of disability insurance claims. DMS is headquartered in Springfield, Massachusetts, with an additional office located in Syracuse, New York and employs over 200 professional associates.

Backup Window and Problems with Tape Leads to Frustration

The IT department at DMS was seeking to replace its tape backup system and had grown weary of tape and its many challenges. "We were tired of the headaches associated with tape, and because the media changes every few years, we had to keep old tape drives around to access old data," said Tom Wood, network services manager at DMS.

DMS was backing up user data and Exchange databases nightly as well as critical SQL databases containing information on nearly 200,000 policies. DMS backs up 29 servers using Arcserve Backup, and performs SQL dumps of its 21 databases, creating a full backup each night. In total, DMS was backing up over 200 GB of data onto six tapes each night. The IT staff managed a two week daily rotation schedule with tapes being sent out to local safes each night, and a full tape backup sent to an outside storage service once a week.

With nightly backups beginning at 6:30 p.m. and ending at 8:00 a.m., "We were pushing the window right to the edge," he said.

Moving to Cost-Effective Disks

When DMS began to consider replacing its legacy tape backup system, the staff initially looked at new tape-based backup systems because they assumed disk-based backup was cost prohibitive. "As a smaller company, we believed that disk-based backup was out of the question because we weren't prepared to spend hundreds of thousands of dollars to bring in storage area networks and backup to disk," said Wood. "When we learned about ExaGrid, we realized that it was possible to get disk and all of its benefits for about the same cost as a new tape system."

"The ExaGrid system fit our budget, and we are thrilled with the results," said Wood. ExaGrid was easy to set up and use. Best of all, I don't have to leave my desk anymore for restores or to change tapes, and our backups are faster and more reliable."

Backup Window Reduced From Fourteen to Seven Hours

In addition to streamlining operations, DMS has reduced its backup window from fourteen hours to seven hours, and incremental backups take only 90 minutes.

ExaGrid writes backups directly to a disk Landing Zone, avoiding inline processing and ensuring the highest possible backup performance, which results in the shortest backup window. Adaptive Deduplication performs deduplication and replication in parallel with backups while providing full system resources to the backups for the shortest backup window.

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DMS had been replicating SQL data containing critical information to its co-location facility in Connecticut via a T1 line each night. Since DMS moved to the ExaGrid system, replication has taken only four hours instead of 12-15 hours for a full replication.

Scalable, Cost-Effective Data Protection

ExaGrid's turnkey disk-based backup system combines enterprise SATA/SAS drives with zone-level data deduplication, delivering a disk-based solution that is far more cost effective than simply backing up to straight disk. 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 system. 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. Over time, ExaGrid saves up to 50% in total system costs compared to competitive solutions by avoiding costly "forklift" upgrades.

ExaGrid and Arcserve Backup

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 popular backup applications can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid works with existing backup applications to provide faster and more reliable backups and restores.

About ExaGrid

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