

EC Electric Chooses ExaGrid-Veeam Solution for Reliable Backup and 'Lightning-Fast' Restores

CUSTOMER SUCCESS STORY



"It's wonderful to actually have a system that I can trust to keep running. I trust that my data is backed up and available. Thanks to ExaGrid, there's no need for me to worry about backup anymore."

Jay Hollett
Systems Administrator

Key Benefits:

- EC able to restore data 'very quickly,' recovering VMs at 'lightning-fast' speed
- ExaGrid resolves backup window issues so that EC's backups stay on schedule
- ExaGrid support goes 'above and beyond' keeping system up-to-date
- Combined ExaGrid-Veeam deduplication keeps retention space available while data grows

Customer Overview

Oregon-based EC Electric is the largest privately-held electrical contracting company in the Pacific Northwest. EC specializes in designing and installing medium-voltage and low-voltage electrical systems in five areas: Construction, Technical Systems, 24/7 Service, Energy Solutions, and Traffic.

ExaGrid Chosen for 'Seamless' Integration with Veeam

EC Electric had been backing up its data to a storage array using Veeam. The company wanted to improve data deduplication and replication, so it decided to research new backup solutions. EC's IT vendor strongly recommended ExaGrid, especially due to its support of the company's existing backup application, Veeam. "ExaGrid's integration with Veeam is seamless. It just works!" said Jay Hollett, systems administrator at EC Electric.

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. ExaGrid fully leverages Veeam's built-in backup-to-disk capabilities, and ExaGrid's zone-level data deduplication provides additional data 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.

'Lightning-Fast' Restores and Reliable Backup Windows

EC's data consists of VMware and Citrix servers, SQL databases, file servers, and a Viewpoint server that houses critical information on job sites, bids, and other records. Hollett has found that using ExaGrid



has improved replication from remote jobsites to its main headquarters. "In addition to VMware and ESXi servers at our primary site, we also have QNAP NAS storage at each of our job sites. We like the way that ExaGrid handles deduplication and replication. It works better than our previous system."

Hollett backs up EC's data daily, as well as with partial backups Wednesday through Friday, and a full on Saturday. "Our backups used to run into each other, and that was causing CPU issues, but we haven't had any problems with that since moving to ExaGrid—the system sets them up, knocks them down, and the backup jobs are done very quickly." In addition to short backup windows, Hollett has found that restoring data from ExaGrid's landing zone is also a short, straightforward process. "We are able to restore data very quickly, and even a full VM restore is lightning-fast," he said.

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. Available system cycles are utilized to perform deduplication and offsite replication for an optimal recovery point at the disaster recovery site. Once complete, the onsite data is protected and immediately available in its full undeduplicated form for fast restores, VM Instant Recoveries, and tape copies while the offsite data is ready for disaster recovery.

ExaGrid Support Goes 'Above and Beyond'

Hollett is impressed with the reliability of the ExaGrid system and also feels confident in the level of support he receives when he reaches out to his ExaGrid support engineer. "I haven't had to call support very often; my ExaGrid system just works!" he said.

"The support has been impressive; our engineer goes above and beyond. Recently, we had a question about the best practices of a particular process with Veeam. When my support engineer logged into our system he realized there was an upgrade available for the firmware and took it upon himself to upgrade us right away. Our ExaGrid support engineer has been, bar none, one of the best customer support technicians we've ever dealt with on any of the equipment we use. It's nice to actually have a system that I can trust to keep running. I trust that my data is backed up and available. Thanks to ExaGrid, there's no need for me to worry about backup anymore," said Hollett.

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 level 2 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.

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.

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ExaGrid-Veeam Combined Deduplication

Hollett has found that the improved data deduplication from the ExaGrid-Veeam solution has made an impact on EC's backup environment. "We are able to back up and store much more data than we did with our previous solution, and despite our data growth, the deduplication has allowed us to keep a good amount of retention space available."

Veeam uses the information from VMware and Hyper-V and provides deduplication on a "per-job" basis, finding the matching areas of all the virtual disks within a backup job and using metadata to reduce the overall footprint of the backup data. Veeam also has a "dedupe friendly" compression setting which further reduces the size of the Veeam backups in a way that allows the ExaGrid system to achieve further deduplication. This approach typically achieves a 2:1 deduplication ratio.

ExaGrid is architected from the ground up to protect virtualized environments and provide deduplication as backups are taken. ExaGrid will achieve up to 5:1 additional deduplication rate. The net result is a combined Veeam and ExaGrid deduplication rate of upwards to 10:1, which greatly reduces the amount of disk storage required.



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