

# Dedupe in Backup Software Fails Miserably, First National Bank of Hutchinson Turns to ExaGrid as Solution of Choice

CUSTOMER SUCCESS STORY



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**Tim Miller**  
Senior VP and Manager, IT  
FNBH

## Customer Overview

First National Bank of Hutchinson (FNBH) was founded over 135 years ago and has seven locations throughout south central Kansas. FNBH is a locally owned, independent community bank, offering complete banking services as well as trust and investment, farm management, and full service brokerage services.

## Bank Migrates from Tape to Disk, Turns on Dedupe in Backup Software

“Using tape, we weren’t getting our backups done in the timely manner that we needed,” said Tim Miller, senior vice president and manager, IT. The bank’s backup window of 12 hours was woefully insufficient to handle the full range of data FNBH needed to protect. “We got to a point where not only were we not doing full backups, we weren’t backing up some servers at all because our backups could reach the 20-hour mark,” said Miller. The bank was far outside of its backup window and looking forward, knew the problem would continue to worsen as their volume of data invariably continued to grow.

Said Miller, “We were using three LTO tape drives, and it was really bulky and often unreliable. At least weekly, if not more often, we had tapes that failed and had backup jobs that didn’t run correctly.”

In order to increase speed and reliability, FNBH decided to transition to disk-based backup and turn on deduplication in their backup software. “The deduplication in the software just wasn’t fast enough, and we weren’t getting the throughput that we needed,” said Miller. “Our dedupe ratios were only about 5:1, which was far below what we had hoped for, and we were way outside of our backup window – so much so that we never really did full backups. We backed up maybe half our data, and that took more than 12 hours.”

## CDW Recommends ExaGrid

“I was introduced to ExaGrid by CDW,” said Miller. “CDW worked with ExaGrid throughout the sales process to make the right recommendation and correctly size our system. The whole process went really smoothly.”

As a leading provider of technology solutions, CDW has access to products from thousands of vendors. CDW assigns specialists to each customer to help them navigate the sea of options and to deliver solutions that fit the customer’s needs perfectly.

“When FNBH approached us for recommendations on revamping their backup capabilities, upgrading their Backup Exec environment and adding ExaGrid appliances both came to mind as possible solutions,” explained Mike Geremia and Tory Knapp, FNBH’s dedicated CDW account manager team. “We arranged a call with our Inside Solutions Architect to help FNBH sort through the merits of each solution and to describe how they can work together as well.”

“Once it became apparent that utilizing dedupe in their backup software wasn’t serving them well and that FNBH needed a dedicated appliance solution, I recommended ExaGrid because of their industry-leading performance and scalability,” said Matt Wright, inside solutions architect for CDW. Matt added that “ExaGrid’s support is also a huge differentiator and their customers are very vocal. ExaGrid customers like talking about

their solution and are overwhelmingly positive about their ExaGrid experience.”

## ExaGrid Delivers on Bank Expectations

After evaluating both ExaGrid and other disk backup solutions, the bank chose ExaGrid. The ExaGrid system integrates tightly with the bank’s existing backup application, Symantec Backup Exec. “ExaGrid was quite simply the better solution for us,” said Miller. “We got the speed we needed at a much lower price than if we had gone with any other solution.”

## Backup Times Dramatically Reduced, Dedupe Soars, Retention Increases

Since installing the ExaGrid system, the bank has seen a major reduction in backup times. “We’re now completing everything in less than 11 hours. We’re backing up significantly more data, and it is all being done within our backup window. Our dedupe ratios jumped from 5:1 using dedupe in our backup software to 27:1 using ExaGrid,” said Miller. The bank has increased their retention from 20 days using tape to 30 days using ExaGrid. Miller said that the bank is saving a lot of space due to ExaGrid’s deduplication of their data. “For one relatively small appliance, we are storing a ton of information, which is very impressive.”

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 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 byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

## Scalability Provides for Data Growth

The ability to scale their system as the bank’s data increases was very important to Miller. “You never know what your data is going to look like in a few years, and I wanted a product that would allow me to easily scale; the ExaGrid provides that. It seems that ExaGrid and CDW are really on top of new technology, and the system is a very good fit for our environment.”

As the bank’s data volumes continue to increase, the ExaGrid system can be scaled to accommodate additional data. 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

According to Miller, the setup was surprisingly simple. “Not only did our ExaGrid technician help us set up the ExaGrid, but he also went through step-by-step how to set up jobs in Backup Exec, so we knew exactly what we needed to do. It worked as soon as we started using it.”

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.

## 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 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.**