

# ExaGrid System was the “Right Choice” for Glens Falls Hospital

CUSTOMER SUCCESS STORY



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Jim Goodwin  
Technical Specialist  
Glens Falls Hospital

## Key Benefits:

- Works seamlessly with CommVault Simpana
- Installing and subsequent upgrading of the system ‘couldn’t be easier’
- Easy-to-understand interface
- Centralized monitoring
- ‘Incredible’ customer support

## Customer Overview

Located in New York, Glens Falls Hospital operates 29 regional health care facilities and health centers in addition to its main acute care hospital campus. Its service area stretches across six primarily rural counties and 3,300 square miles. The not-for-profit hospital has more than 225 affiliated physicians, ranging from primary care practitioners to surgical subspecialists. Physicians are board certified in more than 25 specialties.

## Lack of Capacity, Expensive Upgrade Led to Replacement of Outdated Solution

Glens Falls Hospital purchased the ExaGrid system to replace an old disk backup solution that had reached capacity.

“We ran out of space on our old solution when our data grew suddenly. When we realized the cost and complexity of expanding the existing unit, we placed a call to our reseller who recommended that we transition to the ExaGrid system,” said Jim Goodwin, technical specialist at Glens Falls Hospital. “We were impressed with ExaGrid’s scalability and its ability to work seamlessly with our existing backup application, CommVault Simpana. We also liked its data deduplication approach because we felt it would deliver fast, efficient backups along with superior data reduction.”

The hospital initially purchased a single ExaGrid system but has since expanded it and now has a total of five units. The system backs up a wide range of data, including financial and business applications as well as patient information.

## Post-Process Data Deduplication Delivers Efficient Data Reduction, Speeds Restores

In total, Glens Falls Hospital now stores over 400TB of data in 34TB of disk space on the

ExaGrid system. Data deduplication ratios vary due to the type of data backed up, but Goodwin reports dedupe ratios as high as 70:1 and an average ratio of 12:1. The hospital’s finance system, GE Centricity, is backed up by a single server. The finance system alone has a total backup of 21TB, which dedupes down to 355GB – a 66:1 dedupe ratio.

“ExaGrid’s data deduplication technology does a great job at reducing our data. Its post-process deduplication method is extremely efficient and because it backs data up to a landing zone, we get terrific restore performance, too. We can restore files from the ExaGrid system in minutes,” Goodwin said.

ExaGrid combines standard compression along with zone-level 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 zone-level data deduplication technology moves only the changes from backup to backup, requiring minimal WAN bandwidth.

## GRID Architecture Makes Adding Capacity Easy

“Installing and upgrading the system really couldn’t be easier,” said Goodwin. “I racked the system up and then called into our ExaGrid support engineer, and he finished the configuration. Then, I created a share and add it to CommVault. All in all, my portion took about ten minutes.”

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.

## Streamlined Management Interface, Solid Hardware Platform, Top-notch Customer Support

Goodwin said that managing the ExaGrid system is simple and straightforward thanks to its intuitive interface and assigned customer support engineer.

“The ExaGrid system is one of the easiest solutions to manage in our entire datacenter. The interface is simple to understand and it gives me all the information I need to monitor the system in one central location,” he said.

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 ExaGrid has been a very solid system, and it’s built with quality hardware. With our old solution, it seemed as though we were replacing hard drives every three or four months. We’ve had the ExaGrid system up and running for several years now, and we’ve only had to replace a hard drive and a cache battery,” said Goodwin. “Also, customer support has been fabulous. I love having an assigned support engineer who knows me and knows our installation. If I have a question or concern, I just email him and ten minutes later he jumps on a WebEx to investigate the issue.”

Goodwin said that installing the ExaGrid system was the right choice for the hospital’s environment.

“The ExaGrid system slid right into our existing infrastructure and immediately delivered the scalability, performance, data deduplication, and ease of use we needed,” he said. “It’s a quality solution backed by incredible customer support, and we’ve been extremely pleased with the product.”

## ExaGrid and CommVault Simpana

CommVault Simpana Backup and Recovery software contains extensive capabilities to simplify the management of backup media resources. Simpana software writes backup data to a broad collection of storage devices, including disk as a media target. This ability to write to magnetic disk as a functional equal of all other media types while exploiting the random access nature of the disk media sets Simpana software apart.

Organizations using CommVault Simpana can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Simpana, providing faster and more reliable backups and restores. In a network running Simpana, using ExaGrid in place of a tape backup system is as easy as pointing existing backup jobs at a NAS share on the ExaGrid system. Backup jobs are sent directly from the backup application to the ExaGrid for onsite backup to disk.

## Intelligent Data Protection

ExaGrid’s turn-key disk-based backup system combines high quality disk 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 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 backing up to straight disk. 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.**