HCC Backs Up More Data in Half of the Time with ExaGrid-Veeam Solution

HACKLEY COMMUNITY CARE

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>
> **Gary Szatkowski**
> **IT Director**

Key Benefits:

- ExaGrid-Veeam deduplication maximizes storage, allows for five years' worth of retention

- ExaGrid support assists with adding appliances to existing system and provides expertise on entire environment

- HCC IT staff save time on managing backups thanks to ExaGrid system running 'seamlessly'

Customer Overview

Hackley Community Care Center's providers offer an array of services to patients in Muskegon County, Michigan; ranging from preventative healthcare, to chronic healthcare management, mental health services, dental care, school-based healthcare services, and pharmacy services.

ExaGrid-Veeam Chosen to Streamline Backup and Replication

Hackley Community Care (HCC) was looking into replacing its existing backup system and establishing replication at a disaster recovery (DR) site. Gary Szatkowski, HCC's IT director, worked with his trusted reseller to identify a solution that would streamline HCC's backup process. "We first heard about ExaGrid from our reseller. We liked the data deduplication that ExaGrid provides and that replication is hardware-based instead of being done through the backup application. I spoke with existing ExaGrid customers and they gave nothing but glowing recommendations, so we decided to move forward and make the switch to ExaGrid."

HCC installed an ExaGrid system at its primary site, which replicates backups to its second offsite ExaGrid for DR site. From the start, Szatkowski has seen a significant impact on backup management and is impressed with the system's ease-of-use. "I save at least five hours per week on backup management. Our ExaGrid system runs seamlessly, without issue. My team spends much less time on troubleshooting problems than we did with previous backup solutions."

HCC completely virtualized its backup environment, using Veeam as its new backup application. "We bought ExaGrid and Veeam because we'd heard that they work seamlessly when combined, and we've found that to be true – they just work great together!"

Weekly Backup Window Cut in Half

Szatkowski backs up HCC's data in daily incrementals and weekly fulls. Most of the backed up data consists of SQL databases as well as document files and other basic data shares. "Our full weekly backup used to take over 24 hours. Since switching to ExaGrid, that backup takes half the time, even though we're backing up much more data," he said.

In addition to shorter backups, Szatkowski has been impressed with how rapidly the ExaGrid-Veeam solution has been able to restore data, even an entire server, from ExaGrid's unique landing zone, which eliminates the lengthy data rehydration process. "When one of our servers wouldn't boot up, we decided to restore the system partition from the previous night's backup. Within half an hour, we had that server back up and running. Restoring it was quicker than trying to troubleshoot and find out why it wasn't booting up!"

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

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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.

Deduplication Maximizes Storage, Accommodates 5-Year Retention Plan

HCC keeps retention of 21 restore points to back up from, and those restore points are copied to its DR site, and kept for five years. ExaGrid's data deduplication has maximized storage capacity, accommodating five years' worth of storage. "We are able to back up much more data than we had in the past, because deduplication allows us to do so without using as much storage," said Szatkowski.

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 a 3:1 up to 5:1 additional deduplication rate. The net result is a combined Veeam and ExaGrid deduplication rate of 6:1 upwards to 10:1, which greatly reduces the amount of disk storage required.

ExaGrid System Easy to Scale – Even During Vacation

HCC has recently scaled out its ExaGrid systems and Szatkowski is impressed at how effortless the process is, especially as it was taken care of while he was on vacation. "We added a larger ExaGrid appliance at our primary site and moved two smaller appliances to expand on our remote site. Everything went great! As a matter of fact, I had one of my tech staff work with our ExaGrid support engineer while I was on vacation. My staff simply plugged the appliance in and the ExaGrid support engineer took over and got the job done, while following our requirements to a T. Adding more appliances to our ExaGrid system was so easy to do!"

The ExaGrid system can easily scale to accommodate data growth. ExaGrid's computing software makes the system highly scalable, and when plugged into a switch, appliances of any size or age can be mixed and matched in a single system with capacities of up to a 2PB full backup plus retention and an ingest rate of up to 432TB per hour. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

'High-Quality Support' on Entire Environment

Szatkowski appreciates the level of customer support that ExaGrid provides. "We've worked with a couple of ExaGrid support engineers over the years, and they have both provided excellent customer service. One of the reasons I have used ExaGrid for so many years is its high-quality support.

"A few years ago, we were having some issues with our backups and I worked all night for two nights in a row to get the issue resolved. My ExaGrid support engineer stayed on the phone with me the entire time while we resolved everything. The issue turned out to be with the backup application, and not with ExaGrid at all, but our ExaGrid support engineer still provided assistance."

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.

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. 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.

About ExaGrid

ExaGrid provides tiered backup storage with a unique disk-cache Landing Zone, long-term retention repository and scale-out architecture. ExaGrid's Landing Zone enables the fastest backups, restores, and instant VM recoveries. The retention repository offers the lowest cost for long-term retention. ExaGrid's scale-out architecture includes full appliances in a scalable system. Learn more at **www.exagrid.com**.