



# ExaGrid Adds Data Protection While Reducing Scottish Law Firm's Backup Windows by 82%

CUSTOMER SUCCESS STORY



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**Brian Carton**  
IT Manager



SCOTLAND

## Key Benefits:

- Harper Macleod updates backup environment with ExaGrid and Veeam to enable replication
- Switch to ExaGrid results in 82% reduction of backup window
- Recovering data from ExaGrid using Veeam is 'very easy to do'
- ExaGrid's simplicity reduces time spent on backup management

## Customer Overview

Harper Macleod is a leading independent Scottish law firm offering a full range of commercial and personal legal services across Scotland, the UK, and further afield. The law firm is one of the largest professional partnerships in Scotland, generating in excess of £26 million in turnover - a figure that has consistently grown regardless of the economic backdrop.

## ExaGrid-Veeam Solution Chosen to Update Backup Environment

The IT staff at Harper Macleod decided to update its backup environment so that the law firm could replicate its data offsite for additional protection. "We had previously backed up our data to disk using Commvault and Arcserve, and then copied it to tape for long-term retention," said Brian Carton, IT manager at Harper Macleod. "We wanted a disk-based backup solution that would enable 10Gb replication to multiple sites. We looked briefly at other technologies, but our vendor highly recommended ExaGrid and Veeam as a solution that would work well for replication."

Harper Macleod installed an ExaGrid system at its primary site that cross-replicates to another ExaGrid system at its secondary site. After installation, Brian realized the backups weren't working as planned. He worked with his ExaGrid support engineer to troubleshoot the system, and eventually they both realized that the ExaGrid system was not sized correctly. The ExaGrid account manager worked with the support engineer to resolve the sizing issue, and Brian was glad that the ExaGrid team moved the process along and kept him informed throughout the process. "We were impressed with the support that we received. Our experience working with ExaGrid staff has been very positive despite some difficult discussions about things not working right. ExaGrid gave us additional appliances so that our system is the correct size. Now that the sizing is resolved, the solution works well and we are very happy with it," he said.



## ExaGrid Makes "Massive Difference," Reduces Backup Windows 82%

Harper Macleod has a wide range of data to back up, from SQL databases to application servers. Brian backs up the law firm's data in different stages, from "hot" storage of snapshots of live data taken from the primary storage solution every five minutes, to "warm" storage of data backed up nightly as well as weekly to the ExaGrid system, where it is kept for 30 days, and then moved to "cold" storage on network-attached storage (NAS), where it stays for five years.

Harper Macleod is governed by policies set by the Law Society of Scotland, and Brian has been able to add more recovery points using ExaGrid, keeping in line with the policies as well as keeping the law firm's data well protected. "ExaGrid provides us with quick nightly backups and a recent recovery point, should we need one," he said. "We've seen a massive difference in our backup window since switching to ExaGrid; a full backup used to take 70 hours, and that's been reduced to 12 hours. Our nightly backups have also been reduced from seven hours with our previous solution to an hour and a half using ExaGrid. It's such an improvement!"



In addition to shorter backup windows, Brian has found that restoring data from ExaGrid using Veeam is a quick process. "Part of our backup policy is to test our backups on a weekly basis, which can range from restoring an individual file to a full server. We've found the process with Veeam and ExaGrid is very smooth, and recovering data is very easy to do. From the testing we've done, we feel that we can recover quickly in the event we ever lost our servers," 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 unduplicated form for fast restores, VM Instant Recoveries, and tape copies while the offsite data is ready for disaster recovery.

ExaGrid and Veeam can instantly recover a VMware virtual machine by running it directly from the ExaGrid appliance in the event that the primary storage VM becomes unavailable. This is possible because of ExaGrid's Landing Zone – a high-speed cache on the ExaGrid appliance that retains the most recent backups in complete form. Once the primary storage environment has been brought back to a working state, the VM running on the ExaGrid appliance can then be migrated to primary storage for continued operation.

### ExaGrid Team "Excellent" to Work With

Brian values the high level of customer service his company receives from the ExaGrid team. "Both our account manager and our support engineer have been excellent to work with. Our account manager even came to see us when we'd been having issues. We've felt very well looked after and that makes a difference," he said.

### 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](http://www.exagrid.com).

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"We work with many vendors and call into their support teams, and we appreciate ExaGrid's model of assigning a single support engineer to work with, instead of getting a different person every time. Our ExaGrid support engineer understands our environment and has an existing relationship with our staff, and it's been a very positive experience," said Brian.

Brian has found that backups require less management since implementing the ExaGrid system. "Backups are notoriously complex, and now that our ExaGrid system is up and running, we're saving hours on admin time, so we can spend more time making improvements to our environment rather than making sure our backups are secured, which was previously quite a time-consuming job."

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 adaptive 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 adaptive deduplication to further shrink backups.



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