International Council of Shopping Centers Finds Deal of a Lifetime in ExaGrid's Disk Backup with Deduplication System

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>
> **Nippun Dhiman**
> **Manager - IT Infrastructure**
> **International Council of**
> **Shopping Centers**

Customer Overview

The International Council of Shopping Centers (ICSC) is the global trade association of the shopping center industry. With 60,000 members worldwide, ICSC links national and regional shopping center councils throughout the world and helps members develop their businesses through education, research, information, deal making and action on legislation and regulation.

Long Backup Window and Unreliable Restores Force Change

The IT staff at ICSC had been backing up disk-to-disk-to-tape and had become frustrated with lengthy backup times and dealing with tape for their extensive backup operations. With weekly full backups running up to 48 hours, protecting their data using tape was taking up valuable IT resources and causing headaches.

"I was never sure if my backups were really going to finish on the weekends, and I'd log in from home periodically to check to make sure that everything was running correctly," said Nippun Dhiman, Manager - IT Infrastructure for ICSC. "Restores were terribly time consuming as well. Because we could only keep one month's worth of data on disk and the typical restore request was often outside of that one-month window, we had to restore from tape, and it could sometimes take a whole day to do so."

In addition to shorter backup windows and quicker restores, ICSC wanted to decrease its storage requirements by deploying deduplication technology, though they were concerned about how deduplication would impact restore times. Dhiman and his staff considered several disk-based backup solutions and chose ExaGrid.

Full Backups Reduced from 48 hours to 12, Restores Reduced from a Full Day to Mere Minutes

Since moving its Symantec Backup Exec, backups to the ExaGrid, the IT team at ICSC has reduced its weekly full backups from 48 hours down to just 12 and has

experienced faster restore times and improved disaster recovery.

"One of the main factors that was of importance in evaluating a new solution was increasing our retention to at least six months or a year for quick recovery," said Dhiman. "So deduplication was a natural part of that, but the way ExaGrid handles deduplication post-process versus inline was a key differentiator from the competition." Dhiman is pleased with the way ExaGrid handles data reduction as well as the 10:1 ratios they are currently experiencing.

"Backing up to the ExaGrid is as easy as 'set it and forget it,'" says Dhiman. "Yet another thing I really like about the ExaGrid backup is that every morning I get a status report of the backup, what the deduplication ratio was, and notification of any job that failed. So I get a really good and quick summary at 9:00 a.m. when I'm sitting at my desk."

Deduplication Gets High Marks

"In all honesty, I was hesitant about the deduplication technology initially when it came to restores," said Dhiman. "I was concerned that it would take longer, but in my opinion it does not take even one second longer than what it normally would have taken."

ExaGrid's turnkey disk-based backup system combines high quality disk storage with byte-level data deduplication, delivering a disk-based solution that is more cost effective than standard storage. ExaGrid's byte-level data deduplication technology stores only the changes from backup to backup instead of storing full file copies,

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reducing the amount of disk needed by a range of 10:1 to 50:1 or more, resulting in a solution that's compatible to the cost of tape backup.

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.

Organizations using Symantec Backup Exec can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Symantec Backup Exec, providing faster and more reliable backups and restores. In a network running Symantec Backup Exec, 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

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. 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 or call us at 1-800-868-6985.

About ExaGrid Systems, Inc.

Customers worldwide depend on ExaGrid Systems to solve their backup problems–effectively and permanently. ExaGrid's disk-based, scale-out GRID architecture adjusts to increasing backup demands due to constantly growing data volumes. It is the only solution that combines compute with capacity as well as a unique landing zone to permanently shorten backup windows and eliminate expensive forklift upgrades. Learn more at **www.exagrid.com**.

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