

Jungle Jim's International Market Loses VMs, Quickly Recovers with ExaGrid and Veeam

CUSTOMER SUCCESS STORY



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Will Bradshaw
IT Manager
Jungle Jims

Key Benefits:

- Data recovery that would have previously taken days took only a few hours
- ExaGrid's cross-replication provides disaster recovery
- Backup window reduced by 80%
- ExaGrid system easily scales to keep pace with data growth

Customer Overview

Jungle Jim's International Market is more than a grocery store – it's a destination! With more than 200,000 square feet of shopping space in each of its stores, there are over 150,000 products from which to choose. In addition to all the grocery items, customers will find store tours, food demonstrations, and attractions for the whole family. Jungle Jim's has stores in Fairfield and Eastgate, Ohio.

Virtualization Spawns Rapid Data Growth

Jungle Jim's began searching for a new backup solution after virtualizing much of its infrastructure and experiencing rapid data growth.

"We had been backing up our physical servers to tape, but once we began our virtualization effort, our data quickly grew beyond our tape capacity. We decided to look for a new solution that could not only back up all our data but also provide faster backups, better disaster recovery, and more flexibility than tape," said Will Bradshaw, IT manager at Jungle Jim's.

"The ExaGrid system had the price and performance we were looking for, and lots of bells and whistles that other solutions didn't have. We were really impressed with its post-process data deduplication technology and its scalability. At the time, we were also planning to open our second store, so we liked that we could put units in different locations and cross-replicate the systems for disaster recovery," Bradshaw said.

Powerful ExaGrid-Veeam Combination Enables Fast Disaster Recovery

Each night, data is backed up to ExaGrid systems located in both Jungle Jim's stores and is then cross-replicated automatically. The company also has a third unit that backs up archived data. The company's environment is now nearly 100% virtual, and the ExaGrid systems work along with Veeam Backup & Replication for its virtual machines

and Symantec Backup Exec for its remaining physical servers.

Bradshaw said that the company's new backup environment was put to the test when a bug in its SAN caused an entire cluster to fail, and a considerable amount of data was lost, including credit card processing information.

"We lost nearly 15 virtual machines, but we were able to quickly recover thanks to the combination of Veeam and ExaGrid. Veeam's Instant VM recovery enabled us to go to a previous backup while we ran four to five of our mission critical systems off the ExaGrid in production. We were able to fully restore our data and were up and running quickly. If the crash had happened with physical servers, we would have been looking at a total recovery time of two to three days. Because we were using ExaGrid and Veeam, we were able to recover completely in less than three and a half hours," he said.

Post-Process Data Deduplication Speeds Backups, Reduces Amount of Data Stored

Bradshaw estimates that since installing the ExaGrid system, backup times have been reduced by 80%.

"We see a lot of value in the way the ExaGrid system backs data up to a landing zone before the deduplication begins, because it speeds backup times and makes restoring data easier," he said. "ExaGrid's data deduplication technology is extremely effective and helps to maximize retention.



Veeam deduplicates our data before it's sent to the ExaGrid system, but we're still seeing deduplication ratios as high as nearly 9:1 on the ExaGrid side."

ExaGrid combines standard compression along with zone-level data deduplication, which stores changes from backup to backup instead of storing full file copies. 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.

Easy Installation, Knowledgeable Customer Support

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.

"Installing the ExaGrid system was an easy, straightforward process. I did the initial setup work and then called into our customer support engineer to help with the final steps. He walked me through the whole system and then made sure that it was optimized for our environment," said Bradshaw. "Since then, we've been very pleased with ongoing support. Our support engineer is experienced and easy to reach."

GRID Architecture Ensures Flexible Upgrade Path

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.

"As our data grows, we can simply plug in additional ExaGrid units to increase capacity and performance," said Bradshaw. "The combination of ExaGrid and Veeam has really eased all the worries we had about our backups. The two products work

seamlessly together and I sleep better at night just knowing that our data is backed up properly and is easily available if we need it."

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.

The ExaGrid system fully leverages Veeam Backup & Replication's built-in backup to disk capabilities and ExaGrid's zone-level data deduplication for additional data reduction (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.

ExaGrid and Symantec Backup Exec

Symantec Backup Exec is the gold standard in Windows data recovery, providing 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. It also supports single-drive libraries, encryption, and disaster recovery. High-performance agents and options provide fast, flexible, granular protection and recovery, and scalable management of local and remote server backups.

Intelligent Data Protection

ExaGrid's turnkey 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 or call us at 1-800-868-6985.