LRGHealthcare Streamlines Backups, Improves Disaster Recovery with ExaGrid

CUSTOMER SUCCESS STORY

LRGHealthcare

Care. Compassion. Community.

> "The ExaGrid system works well and has helped us solve our backup issues. Our experiences with ExaGrid's customer support have been wonderful and speak volumes about the company. We make lots of technology purchases each year, and I have to say that we've been very happy with the ExaGrid product and our experience working with ExaGrid has been among the best."
>
> **Steve Patrick**
> **Systems Engineer**
> **LRGHealthcare**

Customer Overview

LRGHealthcare is a not-for-profit healthcare charitable trust composed of Lakes Region General Hospital (LRGH) and Franklin Regional Hospital (FRH). LRGH is a community and regional acute care facility with a licensed bed capacity of 137 beds. LRGHealthcare offers a wide range of medical, surgical, psychiatric, diagnostic, and therapeutic services, wellness education, support groups, and other community outreach services. Franklin Regional Hospital is a 25-bed critical access community hospital. The hospital's 38 active physicians and 74 associated doctors provide a wide range of medical specialty areas. LRGHealthcare is based in Laconia, New Hampshire.

Long Tape Backups, Too Many Tapes to Manage

LRGHealthcare had been relying on tape for backing up data, but with nightly backups stretching to ten hours or more, the IT staff was concerned that network performance would begin to suffer as the backups started to run into the workday. In addition, the facility's eight tape drives generated large numbers of tapes each night and managing them on a daily basis was complex and time consuming for the IT staff.

"Our tape backups were becoming extremely problematic," said Scott Vachon, manager of network services for LRGHealthcare. "Our nightly backups were taking far too long and the network congestion was close to impacting our end users and the applications they needed. Our nighttime operators spent most of their time dealing with tape and couldn't really do anything else."

Flexible ExaGrid System Works with Existing Environment

LRGHealthcare initially considered consolidating its tape drives, but after researching different approaches to backup, the IT staff saw that the industry trend towards disk-based backup would best fit its long-term IT strategy. The facility installed an ExaGrid system, which backs up the majority of the facility's data, including SQL and Oracle databases, Microsoft Exchange, file

and some imaging data. The ExaGrid works along with the facility's existing backup application, Symantec's Backup Exec™.

"The ExaGrid system fit right into our IT strategy and came in at a good price point. We liked the fact that we had the flexibility to add on a second system in the future for data replication," said Vachon. "It also worked extremely well with our existing environment and we were able to keep our investment in Backup Exec."

Data De-duplication Maximizes Disk Space and Bandwidth Between Sites

One of the main reasons LRGHealthcare chose ExaGrid was the strength of its data de-duplication technology.

"ExaGrid's data de-duplication technology is fantastic. We're currently storing 26.7 terabytes of data on 3.2 terabytes of disk and we are able to retain five weeks of information," said Steve Patrick, systems engineer for LRGHealthcare. "The amount of data we're able to keep on the system has really exceeded our expectations."

ExaGrid combines last backup compression along with data de-duplication, 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,

EXAGRID™

delivering unparalleled cost savings and performance. ExaGrid delivers extremely fast backup performance because data is written directly to disk, and data de-duplication is performed post-process after the data is stored to reduce data.

Initially, LRGHealthcare deployed a single site ExaGrid system in its Laconia datacenter and backed the ExaGrid up to tape for disaster recovery purposes. The facility recently purchased a second system and installed it in its disaster recovery center in Franklin to provide data replication.

LRGHealthcare maintains a point-to-point fiber connection between its two sites but needs to ensure that the bandwidth is managed effectively because it also runs high volumes of voice over IP traffic and other data through the connection as well.

For data replication, ExaGrid's data de-duplication technology only sends the byte-level changes between the two sites so bandwidth use is kept to a minimum.

Industry Leading Customer Support

Vachon and Patrick have also been impressed with ExaGrid's customer support team, which is staffed by trained, in-house engineers who are dedicated to individual accounts.

"We have a wonderful relationship with our ExaGrid support engineer. He came on-site to install our system and made sure that it was up and running correctly. Any time we have questions or concerns we know we can call him and we'll get an immediate response. He is knowledgeable about not only the ExaGrid system, but about backup processes in general and he's been a tremendous asset to our team," said Patrick. "Our experiences with ExaGrid's customer support have been wonderful and speak volumes about the company. We make lots of technology purchases each year, and I have to say that we've been very happy with the ExaGrid product and our experience working with ExaGrid has been among the best."

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

ExaGrid's turnkey disk-based backup system combines high quality SATA drives with byte-level data de-duplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid's byte-level data de-duplication 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 standard SATA drives. 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.

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**.