

Lawndale Christian Health Center Shortens Lengthy Backup Window, Tightens Disaster Recovery Capability with ExaGrid

CUSTOMER SUCCESS STORY



"The ExaGrid is a terrific product. We were in a terrible spot in regards to our backup times and our disaster recovery situation, but installing the ExaGrid system has solved both problems for us. We no longer have issues meeting our backup window, and we're able to get complete backups each and every time. The ExaGrid system has done everything we wanted and more."

David Wang
Network Infrastructure
Administrator
Lawndale Christian Health Ctr

Customer Overview

Lawndale Christian Health Center (LCHC) is a community-based nonprofit organization, founded in 1984. Located in Chicago, LCHC provides quality primary care services without regard for a patient's ability to pay and serves as a community resource for eliminating health disparities. LCHC's 50+ healthcare providers treat over 119,000 patient visits each year at three sites located in the Lawndale area.

Long Backup Times, Concern about Disaster Recovery with Tape

Lawndale Christian Health Center's IT department had been backing up its data to tape, but long backup times made it nearly impossible to get complete backups during off hours when the facility is closed.

"Our clinic is open on weekends, and it was extremely difficult to get our full backups completed with tape," said David Wang, network infrastructure administrator at LCHC. "We were also concerned about disaster recovery. With tape, there's no guarantee that the data will be there when you need it. We decided to look for an alternative backup approach that would enable us to stay within our backup window and improve our ability to recover from a disaster."

Two-Site ExaGrid System Delivers Fast Backups, Data Replication

After considering various backup approaches, LCHC decided to purchase a two-site ExaGrid disk-based backup system with data deduplication. The center installed both systems in its data center and plans to move one of them to its disaster recovery site in the future. Data is automatically replicated each night from the primary ExaGrid system to the second system in case it is needed for disaster recovery. The ExaGrid system works along with LCHC's existing backup application, Symantec Backup Exec.

"We've been using Backup Exec for a long time, so we needed a solution that would work seamlessly with it. The ExaGrid works extremely well with Backup Exec and the two products together make for a very powerful solution," said Wang.

Since installing the ExaGrid system, LCHC has been able to significantly reduce backup times, and the IT staff can now complete full backups each week without fail.

"With the ExaGrid, we're able to run multiple backup jobs at once, so our backups are more efficient and less time consuming. Our backup job for the file server alone used to take more than 12 hours. Now we're able to get all backup jobs done in less than eight hours. It's quite a relief," said Wang. "The other area where we've seen a big improvement is in restores. Restores are incredibly fast and painless, especially compared to tape."

Data Deduplication Maximizes Disk Space

Wang said that ExaGrid's data deduplication technology maximizes disk space and has enabled him to increase retention in case it is needed for a restore.

"ExaGrid's data deduplication is automatic, and it happens in the background. It does a wonderful job at reducing our data, and the daily email that I receive with our deduplication ratios and other important information is very helpful," he said.

EXAGRID[™]

ExaGrid combines last backup compression along with data deduplication, 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, delivering unparalleled cost savings and performance. 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 byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

Easy Management, Superior Customer Support

Wang said that setting up the ExaGrid system was simple.

"We set the equipment up and called in to our ExaGrid customer support engineer. He walked us through the interface, and it was very easy. All we had to do was create disk volumes and we were off and running," Wang said. "The ExaGrid is very intuitive to operate, and it saves me lots of time because I don't have to manage tape or juggle backup jobs anymore. It simply runs and I get email messages with status updates daily. It really is a 'set it and forget it' type of product."

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 dedicated to individual accounts. The system is fully supported and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

The ExaGrid system can easily expand to handle more data in the future. ExaGrid's GRID computing software makes the system highly scalable, and when plugged into a switch, different sized configurations can be mixed and matched into a single GRID system with capacities of up to a 100TB full backup plus retention. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

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.

"The ExaGrid is a terrific product. We were in a terrible spot in regards to our backup times and our disaster recovery situation, but installing the ExaGrid system has solved both problems for us. It's a very simple, intuitive solution that can easily and seamlessly scale to meet our future needs," said Wang. "We no longer have issues meeting our backup window and we're able to get complete backups each and every time. The ExaGrid system has done everything we wanted and more."

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.

Intelligent Data Protection

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