

Hospital Uses ExaGrid to Shorten Backup Window, Speed Restores

CUSTOMER SUCCESS STORY



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John Bowyer
Senior System Analyst
Licking Memorial Hospital

Customer Overview

Licking Memorial Health Systems has served the needs of the Licking County, Ohio area for more than 100 years. The 227-bed hospital offers a full spectrum of quality patient care services, from emergency medicine to home health care. Comprehensive services are available in areas such as cancer, heart, maternity and mental health. It has been ranked by Thomson Reuters, the nation's leading source of healthcare business intelligence, as a 100 Top Hospital in the medium-hospital-size category for 10 years.

Long Backup Times, Difficult Restores

The IT staff at Licking Memorial decided to look for a new backup solution to alleviate long backup times and difficult restore processes.

"The main problem was that we weren't able to complete our backups within our 24-hour window," said John Bowyer, senior system analyst at Licking Memorial. "Restores were also a big issue. It used to take us a day or so just to retrieve tapes, and we needed to be more responsive to our users."

ExaGrid Cuts Backup Times in Half, Speeds Restores

After looking at several different solutions, Licking Memorial Hospital decided to purchase a pair of disk-based backup systems with data deduplication from ExaGrid. Data is replicated between the hospital's two EX10000 units each night using their existing backup application, Symantec Backup Exec.

Bowyer said that since installing the ExaGrid system, the facility has been able to cut backup times from 24 hours to 12 hours, and restore times are faster, too.

"We're now able to complete all our backup jobs overnight," he said. "Restores are incredibly easy. We don't have to deal with restoring information from tape anymore because all our data is on the system, and we

can access it with the touch of a button. It's significantly improved our turnaround time."

Deduplication Maximizes Data, Makes Replication Faster and More Efficient

ExaGrid's effective data deduplication helps to reduce the facility's data, increase retention, and helps make the replication process more efficient, said Bowyer. "ExaGrid's data deduplication technology is very effective at reducing our data. Because it dedupes the data after it hits the landing zone, our backups run as quickly as possible. It also helps reduce the amount of bandwidth it uses for replication," Bowyer said. "We also like that we can choose to write the data directly from the ExaGrid to tape."

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 zone-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

EXAGRID[™]

Easy Installation, Responsive Customer Support

Bowyer said that he was initially concerned about setting up the ExaGrid systems himself but was surprised at how easy it was to get up and running.

“To be honest, I was a little leery about installing the system myself. In the end, it couldn’t have been easier. I racked the units, got them on the network, and then followed the step-by-step instructions on the interface. Then, I contacted ExaGrid and a customer support engineer logged on remotely, completed the install and gave me a crash course on the system,” he said.

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.

“We’ve been very impressed with ExaGrid’s customer support. Our support engineer is always on top of things. If there’s an issue to resolve, he can jump onto our system in seconds and check things over on the spot,” said Bowyer.

Scalability to Meet Increased Demands

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 130TB 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.

“The ExaGrid system is extremely flexible. We can easily scale it up to increase capacity and performance,” said Bowyer. “It’s a perfect fit for our environment, and its scalability means that it will be able to serve us well for the long run.”

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.

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 zone-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. 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 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.