

ExaGrid Wins the Case for Disk-based Backup at Mintz Levin

CUSTOMER SUCCESS STORY

MINTZ LEVIN

"Our restores are now extremely fast. Before we installed ExaGrid, we had to scour tapes to find the particular file we were looking for. Some of the restore jobs would drag on for hours, if not a whole day. With ExaGrid, we're able to get restores done in minutes. It's a much better use of our staff resources, it reflects well on the IS Department, and it's very reassuring to our end users."

Paul Kohan
IS Manager, Systems Group
Mintz Levin

Customer Overview

Mintz, Levin, Cohn, Ferris, Glovsky and Popeo is a law firm of more than 450 attorneys representing diverse international clients in many industries. Founded in 1933, Mintz Levin has six offices in the US and one in London. The firm focuses on the biotechnology and life sciences, communications and information technology, high technology and health care industries. Mintz Levin's clients include major public corporations, privately held and family businesses, entrepreneurs, start-ups and emerging growth companies, investors, underwriters, directors and officers, research scientists, medical and academic institutions, public agencies and industry associations.

Expanding Weekend Backup Window Led to Search for New Solution

Mintz Levin prides itself in using state-of-the-art technology to manage the flow of information from research to attorney to client as quickly and efficiently as possible, providing its staff with access to the most up-to-date information 24 hours a day.

Based in the firm's Boston office, the IT staff is responsible for backing up important data such as its Exchange servers, document management system, and its litigation support data. In particular, the litigation support software is a critical, yet enormous application that enables litigators to conduct research on ongoing cases. Documents are scanned into the system, and then each document is saved as a .tiff file, which is fully searchable and always available to the Mintz Levin staff.

To protect its data, the firm was performing nightly incremental backups. Full backups were run on the weekends using nearly 50 tapes, and due to data growth, the weekend backups were often extending into the week.

"Our backup jobs began to creep further and further into the week. They would go into Monday and sometimes Tuesday. In some cases, the jobs would run into Wednesday, and that was unacceptable," said Paul Kohan, IS manager in the systems

group at Mintz Levin. "That was when we knew we needed to find another solution."

Superior Support and Cost-effectiveness Both Keys to Decision

After considering an upgrade to the firm's existing tape backup system, the IT staff ultimately decided to evaluate various disk-based backup solutions. The firm selected ExaGrid due to its confidence in the sales engineering and customer support teams and the cost-effectiveness of the ExaGrid system.

"ExaGrid's sales engineers were extremely knowledgeable and responsive in answering our questions about the system," said Kohan. "We were also extremely comfortable with ExaGrid's customer support team and the level of ongoing service they would offer after the system was installed. ExaGrid has been very proactive in monitoring our system and they assist us with any sort of backup-related issue we have. We didn't get that same level of comfort from any of the other vendors. With ExaGrid, we got the feeling that they would be with us the whole time, and they have held true to that commitment."

Kohan and his team also found ExaGrid cost-effective. "The ExaGrid system met our budget requirements, and in fact, ExaGrid came in at a lower price point than many of the other solutions we considered. Also, we didn't have

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to purchase any additional software because it worked with our existing copy of Symantec's Backup Exec™, he said."

Weekend Backup Window and Restore Times Dramatically Reduced with ExaGrid

After installing ExaGrid, Mintz Levin's backup window has been greatly reduced. The firm's full backups were taking three days per week, and have been reduced to 12 – 15 hours. Incremental nightly backups have been reduced from six hours to less than an hour.

Restore times have also dramatically improved. Prior to moving the backups to ExaGrid, Kohan and his team would be asked to perform restores approximately once a day. "Our restores are now extremely fast. Before we installed ExaGrid, we had to scour tapes to find the particular file we were looking for. Some of the restore jobs would drag on for hours, if not a whole day. With ExaGrid, we're able to get restores done in minutes. It's a much better use of our staff resources. That's reassuring to the end users and reflects well on the help desk."

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.

Cost Effective and Scalable Data Protection

ExaGrid's turnkey disk-based backup system combines high quality SATA drives with compression and 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 space needed by a range of 10:1 to 50:1 or more, and resulting in a solution that is 25 to 30% the cost of standard SATA drives.

ExaGrid is easy to install and use and works seamlessly with popular backup applications, so organizations can retain their investment in existing applications.

ExaGrid can be used at a primary site and at a second site to supplement or eliminate offsite tapes with a live data repository or for disaster recovery. When a second site is used, the cost savings are even greater because ExaGrid's byte-level data de-duplication technology moves only changes, requiring minimal WAN bandwidth.

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.