

# Mother Parkers Tea & Coffee Eliminates Incomplete Backups and the Hassle of Managing Tape with Disk-based Backup and Deduplication Solution

CUSTOMER SUCCESS STORY



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**Gerard DeFreitas**  
Manager of Technical Services  
Mother Parkers Tea & Coffee

## Customer Overview

Founded in 1912, Mother Parkers Tea & Coffee is one of the largest private label coffee and tea manufacturers in North America. The Canadian and family-owned business manufactures and markets esteemed brands including Higgins & Burke Gourmet, Mother Parkers Tea & Coffee, Brown Gold, Martinson and Beech Nut. With about 500 employees, the company maintains three major facilities including two in Canada and one in the United States.

## Long Backup Windows and Labor-Intensive Administration of Tape Push Company to Find More Efficient, Reliable Solution

Mother Parkers Tea & Coffee operates a central data center at its corporate headquarters in Mississauga, Ontario, Canada. The IT group consists of a team of technical services experts and another group in the application development side. The IT team at Mother Parkers Tea & Coffee manages and stores about a Terabyte of data that includes a variety of files such as typical application files like Microsoft Office documents, graphics as well as SQL databases.

The company used CA ARCserve Backup for daily, weekly and monthly backups to tape. Daily backups, which were done as differentials, were manageable but full backups were taking much too long according to Manager of Technical Services Gerard DeFreitas. Each full backup, which would be administered over the weekend, was taking 12-14 hours to complete. DeFreitas and his team became increasingly frustrated managing the company's tape backups.

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Another challenge for Mother Parkers Tea and Coffee was that since all of its IT personnel are located at corporate headquarters in Mississauga, Ontario, the company had to rely on non-IT staff to take on the responsibility of rotating and managing tapes.

"Since that's not their primary responsibility or concern, it didn't always happen," said DeFreitas. "We wanted to eliminate that and also have the ability to replicate that data back and forth without anybody having to touch anything."

## Leveraging Existing Backup Application Minimizes Costs

In order to have the infrastructure in place to more efficiently and cost effectively manage routine backups, the Mother Parkers Tea & Coffee conducted a comprehensive search for a more reliable and scalable solution that required minimal resources to manage. The company eventually selected ExaGrid's disk-based backup with deduplication solution over several competing solutions. The ExaGrid system works well with Mother Parkers Tea & Coffee's backup application, CA ARCserve Backup.

Mother Parkers Tea & Coffee's ExaGrid system works in conjunction with the company's existing backup application, CA ARCserve™ Backup. Because ExaGrid is simply a disk-based target for ARCserve, Mother Parkers Tea & Coffee didn't incur any additional license costs.



## ExaGrid System Ensures Complete Backups, Stabilizes Disaster Recovery – All While Reducing Costs

“Price was a major consideration for us. Compared to all the other disk and tape solutions we looked at, the ExaGrid was a much better value for the cost,” said DeFreitas.

DeFreitas said the company loved the way the ExaGrid did the backups – having the data rapidly drop into the landing zone and then deduplicated versus being slowly deduplicated as it was being dropped into the system like with some competing solutions. As a result, the company is now getting full backups which wasn’t always the case prior to implementing the ExaGrid solution.

“We like the fact that the system comes with double the capacity we need without doubling the cost. This extra disk allows us to implement the retention time we need,” said DeFreitas. “Backup are simply directed and stored on the Exagrid. This data is then replicated to other facilities for DR purposes. Only monthly and yearly tapes are cut for long term archiving. Our off-site tape storage costs have reduced dramatically.”

Mother Parkers Tea & Coffee’s DR process is also more stable now. Backups for each location occur locally and then are replicated. “With both the infrastructure and data in place within our Ajax facility, we are comfortable that we could bring up our key services quickly,” said DeFreitas.

## Scalability to Grow as Company Grows

The ExaGrid system can easily be scaled to meet increased demand. 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 60TB 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.

## ExaGrid and CA ARCserve Backup

CA ARCserve Backup delivers reliable, enterprise-class data protection across multiple hardware and software platforms. Its proven technology — unified by a single, easy-to-use interface — enables multi-tiered protection driven by business goals and policies. Organizations using ARCserve Backup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as ARCserv Backup, providing faster and more reliable backups and restores. In a network running ARCserve Backup, 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 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.

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](http://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](http://www.exagrid.com).