ExaGrid Improves Backup Performance and Enhances Data Security For Quds Bank

Quds Bank

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>
> **Jihad Daghrah**
> **Network + Infrastructure Supervisor**

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Key Benefits:

- Quds Bank installs ExaGrid SEC system to encrypt data at rest
- Quds Bank IT staff find ExaGrid a 'much easier system to manage'
- Improved performance allows Quds Bank to triple daily backup jobs
- ExaGrid's 'wonderful' customer support keeps system updated and running smoothly

Customer Overview

Established in Ramallah in 1995, Quds Bank has been a trusted partner for individuals and businesses in Palestine, helping drive their financial success and personal well-being by offering proficient and reliable banking services. The bank runs its main operations through its headquarters located in Ramallah, Al Masyoun, in addition to 37 fully-fledged branches and offices across Palestine (West Bank and Gaza).

Quds Bank Switches to ExaGrid for Easier Backup and Replication

Quds Bank had initially installed a disk-based backup appliance to replace tape backups, but over time, the IT staff found that there were better backup solutions available, and decided to look into ExaGrid. "We wanted to try a different approach so we had a demo of an ExaGrid system. We noticed a huge difference in speed and performance, and we also liked ExaGrid's Landing Zone feature. We also had a great experience working with ExaGrid customer support during the demo," said Jihad Daghrah, the supervisor of network and infrastructure at Quds Bank.

"Another major consideration for us was how well ExaGrid integrated with our backup application, Veeam. It's much quicker and easier to create a share with Veeam using ExaGrid, and replicating data from our primary site to our DR site was a simpler process, too. Our previous solution wasn't a bad system but it required so much more administration, especially when it came to replication and encryption of our data. Using ExaGrid, we are able to manage our data with a few clicks, whether we are creating a share with Veeam, changing our retention, or managing our replication. ExaGrid is a much easier system to manage," said Daghrah.

The combination of ExaGrid's and Veeam's industry-leading virtual server data protection solutions allows customers to utilize Veeam Backup & Replication in VMware, vSphere, and Microsoft Hyper-V virtual environments on ExaGrid's disk-based backup system. This combination provides fast backups and

efficient data storage as well as replication to an offsite location for disaster recovery. ExaGrid fully leverages Veeam's built-in backup-to-disk capabilities, and ExaGrid's adaptive data deduplication provides additional data and cost reduction over standard disk solutions. Customers can use Veeam Backup & Replication's built-in source-side deduplication in concert with ExaGrid's disk-based backup system with Adaptive Deduplication to further shrink backups.

ExaGrid Provides Additional Security for Quds Bank's Data

Quds Bank installed an ExaGrid system at its primary site that replicates to a second ExaGrid system at its disaster recovery (DR) site. The bank chose to install ExaGrid's SEC models, which offer encryption at rest, for enhanced data security.

The data security capabilities in the ExaGrid product line, including optional enterprise-class Self-Encrypting Drive (SED) technology on its SEC models, provide a high level of security for data at rest and can help reduce

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IT drive retirement costs in the data center. All data on the disk drive is encrypted automatically without any action required by users. Encryption and authentication keys are never accessible to outside systems where they can be stolen.

Unlike software-based encryption methods, SEDs typically have a better throughput rate, particularly during extensive read operations. Optional data encryption at rest is available for the EX7000 models and above. Data can be encrypted during replication between ExaGrid systems. Encryption occurs on the sending ExaGrid system, is encrypted as it traverses the WAN, and is decrypted at the target ExaGrid system. This eliminates the need for a VPN to perform encryption across the WAN.

Enhanced Backup Performance Triples the Amount of Daily Backup Jobs

Quds Bank has a wide variety of data to back up, and Daghrah manages each type for optimum efficiency. "Each system is on a different schedule; some are backed up as often as three times a day, some only need to be backed up weekly or monthly, based on how often the data changes," he said.

"We have seen significant improvement in backup performance since switching to ExaGrid. We are able to finish four backup jobs in the time it had taken one job to finish with our previous solution. In fact, we are able to fit in more backup jobs each day–we used to backup up 20 VMs per day and now we've been able to increase that to 65 VMs. ExaGrid's Adaptive Deduplication technology is fantastic! The data automatically moves from the Landing Zone to the retention area, and replicates it all in the background, without the need to monitor the process," said Daghrah.

ExaGrid writes backups directly to a disk Landing Zone, avoiding inline processing and ensuring the highest possible backup performance, which results in the shortest backup window. Adaptive Deduplication performs deduplication and replication in parallel with backups while providing full system resources to the backups for the shortest backup window. Available system cycles are utilized to perform deduplication and offsite replication for an optimal recovery point at the DR site. Once complete, the onsite data is protected and immediately available in its full undeduplicated form for fast restores, VM Instant Recoveries, and tape copies while the offsite data is ready for DR.

ExaGrid-Veeam Solution Provides Confidence in VM Recovery

"At one point, I booted a VM to restore a file server and then was able to migrate it on to an ESXi host, and it was a very fast process. I've also tried other types of VMs, such as a Windows VM and a Red Hat VM, and they all work very well, even VMs with databases. Using the ExaGrid has me confident in our backups and the ability to restore any data we might need," said Daghrah.

ExaGrid and Veeam can instantly recover a VMware virtual machine by running it directly from the ExaGrid appliance in the event that the primary storage VM becomes unavailable. This is possible because of ExaGrid's Landing Zone–a high-speed disk cache on the ExaGrid appliance that retains the most recent backups in complete form. Once the primary storage environment has been brought back to a working state, the VM running on the ExaGrid appliance can then be migrated to primary storage for continued operation.

ExaGrid Offers 'Wonderful' Customer Support

Daghrah is pleased with level of support he receives from his ExaGrid engineer. "My ExaGrid support engineer is wonderful! He keeps our ExaGrid systems updated and helps us resolve any issue that comes up. ExaGrid has a great support team, which is a huge benefit to using that backup solution."

"ExaGrid runs so well that I can almost forget about it. If an issue does come up, the system will send me an email, and my support engineer will help me work through it. It's saved me so much time on backup management, especially compared with our previous solution," said Daghrah.

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 level 2 engineers who are assigned to individual accounts. The system is fully supported, and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

About ExaGrid

ExaGrid provides tiered backup storage with a unique disk-cache Landing Zone, long-term retention repository and scale-out architecture. ExaGrid's Landing Zone enables the fastest backups, restores, and instant VM recoveries. The retention repository offers the lowest cost for long-term retention. ExaGrid's scale-out architecture includes full appliances in a scalable system. Learn more at **www.exagrid.com**.

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