Saker ShopRite's Inc. Bags Incomplete Backups and the Hassles of Tape by Implementing ExaGrid's Disk-based Backup and Deduplication Solution

"With the ExaGrid system, we are now able to complete our backups well within our windows each and every day. We're no longer stressed about getting our backups completed before the start of the work day and we're meeting our goals with ease."

**James Connolly
Vice President, Information Technology
Saker ShopRite's Inc.**

Customer Overview

Saker ShopRite's, Inc., is a member of Wakefern Food Corporation (Shop Rite) the largest retailer-owned cooperative in the United States and the largest employer in New Jersey. Saker ShopRite's, Inc. owns and operates 27 supermarkets under the ShopRite banner and employs more than 10,000 people throughout New Jersey. The Wakefern cooperative is comprised of 45 members who individually own and operate supermarkets under the ShopRite banner. At ShopRite, generations of families have served generations of their customers' families. Although they have grown from the small "Mom and Pop" stores of the 1940's, most ShopRite stores are still family owned and operated businesses – many with second, third, or even fourth generations involved.

Long Backups and Unreliable Tape Library

Long backups and unreliable tape library issues had been plaguing the IT staff at Saker ShopRite for some time. Backing up its expanding merchandising data each night to tape became more and more difficult.

"Backing up to tape just wasn't working," said Jim Connolly, Vice President of Information Technology at Saker ShopRite's. "Using tape was not reliable. We were constantly experiencing issues with tape failures as well as going outside of our backup windows. Also, restoring data from tape was time consuming. We needed a solution that would make our backups faster and more reliable."

Saker ShopRite's began looking for a new solution to alleviate its long backup windows, difficult restore processes and retention issues and chose ExaGrid's disk-based backup system with data de-duplication. The ExaGrid system works alongside Saker ShopRite's existing backup application, Symantec's Backup Exec™.

"We looked at a few different solutions but ExaGrid's feature set was unmatched and was extremely cost-effective," said Connolly. "We liked the fact that the ExaGrid system worked with Backup Exec. It enabled us to leverage our existing investment in Backup Exec and we didn't have to learn new software or change our backup processes. It's been our experience that the two products work together seamlessly."

Full Backups Reduced by Two-Thirds after Implementing ExaGrid

Saker ShopRite's data is backed up to the ExaGrid and then sent to tape each night. Prior to installing the ExaGrid system, daily full backups took in excess of 15 hours, but have been reduced to only four hours with the ExaGrid system.

"With the ExaGrid system, we are now able to complete our backups well within our windows each and every day," said Connolly. "We're no longer stressed about getting our backups completed before the start of the work day and we're meeting our goals with ease. ExaGrid's data de-duplication technology really helps make our backups and restores faster."

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

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performance because data is written directly to disk, and data de-duplication is performed post-process after the data is stored to reduce data.

Easy Installation, Superior Customer Support

The IT staff at Saker ShopRite's installed the ExaGrid system themselves and found the process easy.

"Installation was simple and straightforward. We followed the documentation and then ExaGrid's customer support engineer dialed into the system to give us an overview of the system features. It couldn't have been easier," said Connolly. "We've had a wonderful experience with ExaGrid's customer support team. They are extremely responsive and can usually resolve any issue or question we have within minutes."
ExaGrid comes packaged as a turnkey appliance and was designed to be easy to deploy and manage and to deliver maximum uptime with redundant, hot-swappable components.   All components are fully supported by ExaGrid's trained, in-house engineers dedicated to individual accounts.

Easy Expandability

"We like the fact that the ExaGrid system can be easily expanded by simply adding capacity to our current system," said Connolly. "The ExaGrid's modular design will enable us to expand it to accommodate more data at any point 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.

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 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.

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**.

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