

# St. John's Riverside Healthcare Chooses ExaGrid over Competition for Price, Performance and Ease of Use

CUSTOMER SUCCESS STORY



"The ExaGrid was significantly less expensive than the other system we were considering, and we felt that ExaGrid's post-process data deduplication technology would provide faster backups versus the competitor's inline data deduplication approach. We didn't want a situation where the backup software was waiting on the appliance. We've been very happy with both ExaGrid's data deduplication and its backup speed."

**Niall Pariag**  
Senior Network Administrator  
St. John's Riverside Healthcare

## Customer Overview

St. John's Riverside Hospital is a comprehensive network of health care services that extends from Yonkers, New York to the riverfront communities of Hastings on Hudson, Dobbs Ferry, Ardsley and Irvington. With roots in the community that date back nearly 140 years, St. John's was the first hospital in Westchester County and today is a leader in providing quality, compassionate healthcare utilizing the latest state-of-the-art medical technology.

## Outdated Solution Causes Serious Problems

St. John's Riverside Hospital had been backing up the majority of its data to a combination of disk and tape, but lack of capacity led to long backup times, system slowdowns, and retention issues.

"We had simply outgrown the capacity of our old backup infrastructure and were suffering the consequences," said Niall Pariag, senior network administrator at St. John's Riverside Hospital. "Since we run 24/7 shifts here, we need to ensure that our backup times are as short as possible so that we don't impact our users. When our backup times began to stretch beyond 12 hours, our server response time slowed down significantly and it simply wasn't acceptable," he said.

According to Pariag, "Capacity was also a big issue with the disk system. Obviously, the lack of capacity affected our retention as well. We finally decided the time was right to implement a state-of-the-art solution capable of meeting our current and future needs."

## Two-Site ExaGrid System Improves Disaster Recovery, Delivers Fast Backups

After looking at various backup solutions on the market, St. John's Riverside Hospital narrowed the field down to disk-based backup systems from ExaGrid and a leading competitor. After considering both products, the hospital eventually

chose a two-site ExaGrid system along with Symantec NetBackup to back up its SQL and Oracle databases as well as other file and business data. Data is replicated each night from the main EX10000E system located in the hospital's main datacenter to an EX5000 located offsite for disaster recovery.

"The two main reasons we chose the ExaGrid system were its approach to data deduplication and price," said Pariag. "The ExaGrid was significantly less expensive than the other system we were considering, and we felt that ExaGrid's post-process data deduplication technology would provide faster backups versus the competitor's inline data deduplication approach. We didn't want a situation where the backup software was waiting on the appliance. We've been very happy with both ExaGrid's data deduplication and its backup speed."

The ExaGrid system 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.



"As we researched options, we began to wonder if the salespeople were inflating the product's performance claims, and we weren't sure if the ExaGrid solution could meet their stated performance," said Pariag. "The ExaGrid has been delivering dedupe ratios as high as 29:1 for our SQL data. In our environment, the ExaGrid system has met or exceeded the claims made during the sales process."

Since installing the ExaGrid system, the hospital's backup times have been significantly reduced, and retention has improved. Backup times have been cut in half to six hours, and the hospital's retention has been increased from one week to three months.

"Our backups are now extremely fast, and we don't have to worry about pushing up against our backup window," said Pariag. "In addition, we're able to retain three months of data on the ExaGrid. Restores are also so much faster than they were before. We can restore information directly off the ExaGrid, and it takes seconds."

## Easy to Install and Maintain, Expert Support

Pariag said he worked with the ExaGrid customer support engineer assigned to the hospital to set the system up and was surprised at how simple and straightforward the process was and how easy it is to manage the system.

"There isn't a lot to manage on the ExaGrid system because the system basically runs by itself. The interface is easy to use, and all the monitoring information is on one screen. It's a lot easier and less complicated than other systems to manage," he said. "Our ExaGrid support engineer has been extremely helpful to us. We switched to NetBackup when we installed the ExaGrid, so everything was new to us. Our ExaGrid support engineer is very knowledgeable about NetBackup, and he actually helped set it up for us. He made it really easy."

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.

## System Scalability Prevents Forklift Upgrades

The ExaGrid system can easily be expanded to accommodate more data. 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.

"When we purchased the ExaGrid system, we found it to be so cost-effective that we were able to get a larger system than we ordinarily would have for a reasonable price. However, it's nice to know that we will be able to add another unit to the system at a later date if our data grows significantly. We won't have to perform a forklift upgrade because the system was designed to be scalable," said Pariag. "We've been very pleased with the ExaGrid system."

## ExaGrid and Symantec NetBackup

Symantec NetBackup delivers high performance data protection that scales to protect the largest UNIX, Windows, Linux and NetWare environments. With complete protection from remote office to center to vault, NetBackup offers a single console for all backup and recovery operations. Organizations using NetBackup can look to ExaGrid as an alternative to tape for nightly backups.

ExaGrid sits behind existing backup applications, such as NetBackup, providing faster and more reliable backups and restores. In a network running NetBackup, 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](http://www.exagrid.com) or call us at 1-800-868-6985.**