

Synergy Data Systems Replaces Data Domain with ExaGrid, Shortens Backup Window by 70%

CUSTOMER SUCCESS STORY



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Elliot Bailey
Senior System Administrator
Synergy Data Systems

Key Benefits:

- ExaGrid's scalability means Synergy Data will never face another 'forklift upgrade'
- Post-process dedupe makes backups faster than Data Domain's in-line approach
- Average dedupe ratio of 36:1 allows for more retention
- Backups that used to take 13 hours now take 4 hours
- Quick and painless set up in just an hour
- Superior support model provides a dedicated engineer

Customer Overview

Synergy Data Systems was founded in 1986. The company specializes in developing online Software as a Service (SaaS) systems with emphasis on payroll, employment, hiring, human resources, recruiting, and applicant tracking. Synergy is located in Canton, Ohio.

Need for Improved Retention Led to ExaGrid

Synergy Data Systems began looking for a new backup solution when the company's IT staff needed to increase retention on its three-year-old Data Domain unit and realized that the system wasn't scalable.

"We had only about two weeks of retention on the Data Domain system, and ideally, we need to keep at least a month of data on-hand. The Data Domain solution wasn't capable of scaling up, so we began looking around at various products on the market," said Elliot Bailey, senior systems administrator at Synergy Data Systems.

Scalability, Superior Data Dedupe Technology Gave ExaGrid the Edge over Data Domain

After looking at several different solutions, Synergy Data Systems narrowed down the field to ExaGrid's disk-based backup system with data deduplication and a next-generation Data Domain unit.

"We looked at a lot of different backup solutions, and in the end, we chose the ExaGrid system based on its lower cost, post-process data deduplication approach and superior scalability," said Bailey.

The ExaGrid system works along with a custom backup application written in-house that was optimized for the company's environment.

"The ExaGrid system supports a wider range of applications and protocols than

the Data Domain solution does, so we decided to write our own script based on TAR. With the ExaGrid, we were able to specify what backup application or protocol we were using, which enables the deduplication technology to be optimized for it," he said. "Our data deduplication ratios average 36:1, but we have some data deduping as high as 95:1. The strong data deduplication technology enables us to keep six weeks of data on the system."

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 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.

Nightly Backup Times Reduced from 13 Hours to 4 Hours

Bailey noted that since installing the ExaGrid system, backup times have been reduced from 13 hours to 4 hours.

"I prefer ExaGrid's post-process data deduplication over Data Domain's inline method because the deduplication is performed after the data hits a landing zone on the ExaGrid system, making for faster backup speeds," he said.

EXAGRID[™]

Fast Setup, Responsive Customer Support

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.

Bailey said that he set the ExaGrid system up himself in about an hour and then worked with the ExaGrid support engineer assigned to the Synergy Data Systems account to optimize and tune the data deduplication process.

"The ExaGrid system was extremely easy to set up. The instructions were easy to follow and I was able to have the system racked, stacked, running and configured in about an hour," he said. "I really like ExaGrid's support model. The engineer who helped me initially configure the system is our ongoing support contact and I've developed a good relationship with him. He understands our environment and when I call into support, I can always reach him."

GRID Architecture Ensures Easy Scalability without 'Forklift Upgrade'

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.

"What really sold us on the ExaGrid system was its scalability. With our old Data Domain unit, we needed to do a 'forklift upgrade' to improve retention. Now, with the ExaGrid system, we can easily add retention by plugging another unit into the GRID," Bailey said. "We've been pleased with the ExaGrid. It's a very well thought-out system that gave us the flexibility to create a backup solution optimized for our environment."

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 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 or call us at 1-800-868-6985.