

# TenCate Avoids Data Domain Forklift Upgrade by Opting for an ExaGrid System

CUSTOMER SUCCESS STORY



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Jayme Williams  
Sr. Systems Engineer  
TenCate

## Key Benefits:

- 'Intelligent' use of budget dollars up front and over time
- Fastest possible restores - no need to rehydrate data
- Retention increased from 5 days to 4 weeks
- Backup window reduced from a high of 24 hours down to 8
- Automated cross-replication protects against data loss

## Customer Overview

TenCate is a multinational company that combines textile technology with related chemical processes and develops specialty materials ranging from ballistic armor protection to advanced composites to geosynthetics. TenCate, a company with a rich 300+ year history, employs over 3,500 personnel in 15 countries and has annual sales in excess of \$1 billion. All groups focus heavily on innovation and on delivering value through materials technology.

## Forklift Upgrade Looms in Face of Growing Data and Backup Window

For many years, like most other organizations, TenCate had been backing up to tape. Little did they know three short years ago when they made the investment in their two Data Domain 510 systems that they'd outgrow them so quickly.

Growing data and TenCate's increasing use of virtualized machines multiplied their need for not only more storage, but a more intelligent methodology for handling backups, as well as a system that would protect them from yet another "upgrade" in such a painfully short period of time.

"When the Data Domain system first went in, it was a physical world; since then, it's changed dramatically. Not that long ago, we were 99% physical, and now we're 99% virtual," said Jayme Williams, senior systems engineer at TenCate. "It got to the point where the Data Domain system just couldn't keep pace with the amount of data that was being pushed to it, and I had to manually go into Backup Exec to compare the backup files to the data sets and delete data so that the next backup could finish," he said. "I don't have to do that anymore."

Williams thought that resolving the problem would be as easy as adding another tray of drives since his system was only half filled to capacity. That was when he learned that it's not quite that simple. "I learned about

forklift upgrades and how much it was going to cost me. I couldn't believe it. We're trying to use our budget intelligently, and that's not intelligent to me. I turned to my reseller because I trust him, and he told me that they're no longer recommending Data Domain and that I should look at ExaGrid," he said.

## Pain Points for TenCate Solved with ExaGrid

Not only had Williams experienced sticker shock with Data Domain, once he evaluated ExaGrid, he preferred the approach as well as the price. "If I had money to burn, then Data Domain might have been an option, but nowadays we're trying to get everything we can out of what we spend," he said.

"ExaGrid helped me to think about things differently. Of course you want to be able to complete backups quickly, but what about restores as well? With ExaGrid, the data is right there on the landing zone ready to go," said Williams.

"Our retention was down to a painful five days and that was for the more important data. We had to prioritize retention; for instance, our CIFS shares were down to three days of retention. Ideally, we want to have retention of at least four weeks across the board," he said. "We have two data centers and a number of remote sites, and with some shifts running 24/7, there never really was a good time for backup, nevermind one that was taking 14 hours!



I'd get calls from 2nd and 3rd shift employees saying that the system was too slow because of the backups."

Williams says that he is now able to meet TenCate's goal of four weeks' retention. "I started out backing up to the ExaGrid with four weeks' retention thinking I was going to have to collapse it. I'm actually extending it out now to see how far I can go," he said.

## Cross-Replication Provides Disaster Recovery Protection

Williams reports a reduction in backup window from 14 plus hours (sometimes as high as 24) down to just 8 hours. The company installed two ExaGrid systems in two sites that cross-replicate using Backup Exec OST. The backup is sent by the media server to the local ExaGrid appliance, and is replicated to the remote ExaGrid. Upon completion, the Backup Exec catalog is updated with both the local and remote copies of the data, for easy recovery. By allowing the catalog to be updated with local and remote copies, restores from the remote appliance become much easier. Optimized duplication also allows for different local and remote retention policies, as well as automated tape copy from the remote site.

As for deduplication, Williams reports dedupe from 13:1 to 78:1, depending on data type.

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.

## Easy to Manage, Easy to Use

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.

Williams is pleased with the experience he's had with ExaGrid's customer support. He said, "It's great working with the same person all the time who's knowledgeable, understands your problem, and can fix it."

## GRID Architecture Ensures Scalability

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.

## 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.

**For more information about ExaGrid, please visit us at [www.exagrid.com](http://www.exagrid.com) or call us at 1-800-868-6985.**