

ExaGrid-Veeam Solution a Natural Fit in Teradici's Hybrid Environment

CUSTOMER SUCCESS STORY



teradici®

"ExaGrid has taken all of the maintenance overhead off of my team, so I save on staff time and don't need to assign someone to manage it."

Dustin Krysak
Manager, Systems and Infrastructure



Key Benefits:

- As Teradici shifts more heavily to cloud, ExaGrid eliminates need for physical interactions with data center
- ExaGrid-Veeam solution offers 'straightforward' restores
- ExaGrid support 'one of the best in industry,' relieving IT staff of maintenance burden

Customer Overview

Teradici is the creator of the PCoIP (PC-over-IP) remoting protocol technology and Cloud Access Software, the leading solution for a cloud-ready future. The company, founded in 2004 and headquartered in British Columbia, Canada, is focused on its core mission of seamless delivery of workstations and applications for end-users.

Migrating to a Cloud Environment

Teradici has modernized its environment, switching its backup from tape copies to using ExaGrid and Veeam at its local data center.

"We are predominantly virtualized, but we are also in a hybrid mode; meaning that we have an on-premises presence, but we're using Amazon as a hub, as well as having spokes going into both Azure and Google Compute," said Dustin Krysak, Teradici's manager of systems and infrastructure.

"Most of our data center systems have been migrated into Amazon. We've actually reduced our physical racks from 26 down to 8, and now most of our servers actually live in Amazon. Our ExaGrid system is servicing what's left on prem.

"We also use Amazon for our disaster recovery (DR) site. We used to replicate data to a physical DR site, but that has been decommissioned as we've migrated toward cloud services. We actually still copy backups from ExaGrid to tape, but we plan to decommission the tape system this year as well, so we are considering other options, such as replication from ExaGrid to Amazon Web Services (AWS)," said Krysak.

ExaGrid's v5.X supports replication from a primary site ExaGrid backup system to AWS. In the event of a disaster, the backup application running in AWS or at a data center recovery site can request the data from an ExaGrid VM in Amazon for restores to any location. ExaGrid provides complete support for DR to an ExaGrid at a second data center, to a rented third party data center, to an ExaGrid at hybrid cloud providers, and now to the public cloud.



Reliable Backup Window and 'Straightforward' Restores

Krysak backs up Teradici's data using a traditional strategy of daily incrementals, weekly fulls, monthly fulls, and yearly fulls. The data is a 'large mix of everything' from source code to artifacts to database dumps and file system replication, as well as office computing data like Microsoft Word and Excel files.

"We start our backup jobs at 10:00 p.m. and we try to finish by 4:00 a.m., so we allow for a six-hour backup window. The duration of the job depends on the amount of data; certain jobs are done within minutes, and some jobs take a couple of hours," he said.

Krysak has found that restoring data from ExaGrid's landing zone is a simple process. "Restoring data has been very straightforward. I like that we can pull the restoration either at the server-level or the file-level. We haven't had any issues or any corrupt data and we've never run into roadblocks."

EXAGRID®

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.

Proactive Customer Support Saves IT Staff Time on Maintenance

Kryszak appreciates ExaGrid's customer support model. "ExaGrid provides one of the best support structures in the industry, especially in terms of being proactive. Our support engineer reaches out to us when there is an upgrade available, and the fact that the upgrade is performed by the engineer is a perk. ExaGrid has taken all of the maintenance overhead off of my team, so I save on staff time and don't need to assign someone to manage it.

"When we had an issue with an upgrade, our ExaGrid support engineer walked one my technicians through moving data to a spare ExaGrid appliance and using it as a temporary target while the primary appliance was repaired, and then moving everything back to the primary appliance when it was ready. The system is generally reliable, and our ExaGrid support engineer has taken care of the few problems that we've had. It's been a very positive experience," said Kryszak.

"The simplicity of the ExaGrid system is the best part about it. It does the job, it integrates with the tools that I need, and I don't need to worry about it. As we've moved toward the cloud, I

don't want to have to manage anything physically, and the most I have to do with ExaGrid is plug the appliance in. It's taken away the need to deal with the physical interactions that are typical of an on-premises data center. So long as we have on-premises production workloads, ExaGrid will be our backup target. I don't plan to use anything else."

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.

ExaGrid and Veeam

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 zone-level 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 zone-level deduplication to further shrink backups.

About ExaGrid

ExaGrid provides hyper-converged secondary storage (HCSS) for backup with a unique landing zone and scale-out architecture. The landing zone enables the fastest backups, restores, and instant VM recoveries. The scale-out architecture includes full appliances in a scalable system and ensures a fixed-length backup window as data grows, eliminating expensive and disruptive forklift upgrades. Learn more at www.exagrid.com.

United States: 2000 West Park Drive | Westborough, MA 01581 | (800) 868-6985

United Kingdom: 200 Brook Drive | Green Park, Reading, Berkshire RG2 6UB | +44 (0) 1189 497 051

Singapore: 1 Raffles Place, #20-61 | One Raffles Place Tower 2 | 048616 | +65 6808 5574



www.exagrid.com