Appliance Retailer Eliminates Data Protection Pains With Disk Backup With Data Deduplication

Trail Appliances
Appliances and more!

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> **Karen Parliament**
> **IT Manager**
> **Trail Appliances**

Customer Overview

Trail Appliances is a rapidly growing family-owned retailer of quality appliances. With eight locations in Western Canada, TRAIL represents the finest North American, Asian and European brand-name appliances.

Unreliable Tape Backups and Long Backup Windows

Trail Appliances used to rely on tape for all of its data protection needs. The company used its backup application Symantec Backup Exec to back up to tape nightly. However, backups were taking up to 14 hours each causing major headaches for the IT staff and not to mention, regular backup failures.

"Our backup windows were growing more and more as our data grew to the point where it was compromising our overall data protection," said IT Manager Karen Parliament. "Also, the more data we needed to back up, the more tape we had to purchase and ultimately manage."

According to Parliament, the labor-intensive process of managing over 30 tapes became increasingly frustrating. It was common to see the IT staff at Trail spend a few hours a week administrating and managing the organization's backup tapes including documenting, exporting and delivering tapes offsite.

Existing Backup Application Along With ExaGrid Results in Faster, More Reliable Backups

With a strong recommendation from one of the company's IT consultants, Trail Appliances decided to replace its existing tape backup platform in favor of a disk backup solution. After thoroughly researching various disk-based solutions, Trail Appliances selected ExaGrid's disk-based backup with deduplication solution over several competing solutions. The ExaGrid system works seamlessly with Trail Appliance's existing backup application, Symantec Backup Exec.

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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.

Since implementing ExaGrid's disk-based backup with deduplication system, Trail Appliances has see its backup windows reduced significantly from about 14 hours to just three or four. In addition, Trail Appliance's disk space has been reduced, enabling the company to store more data in much less media. Finally, moving to disk backup has virtually eliminated hours spent each week by the IT staff handling and processing tapes.

"We can now use that time to focus on other crucial IT projects," said Parliament. "We used to spend so much time and resources with

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tape but now with the ExaGrid system, we don't have to worry about it – it's just there in the background doing its job."

Backup Solution Scales With Storage Growth

The ExaGrid system can easily be scaled to meet increased demand. 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.

World-class Customer Support

ExaGrid's trained and dedicated team of engineers and account managers provide top-notch support to each individual account.

"The ExaGrid support staff has been great to work with, particularly our dedicated rep," said Parliament. "Everyone is very knowledgeable of not only the system but specifically how it works within our environment."

ExaGrid and Symantec Backup Exec: a Powerful Combination Using ExaGrid along with Symantec Backup Exec provides cost-effective disk-to-disk-to-tape backup and recovery – including continuous data protection for a wide variety of data types from databases, Microsoft Exchange, SQL, file servers, and workstations. In addition, Backup Exec's cutting-edge

granular recovery technology (GRT) enables you to recover critical data, individual email, documents, files and objects, in a matter of seconds.

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 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.

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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