Travcorp Modernizes Backup and Backup Storage with Veeam and ExaGrid

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>
> **Warren Kelly**
> **Senior System Engineer**

Key Benefits:

- 60% less time spent administering backup
- Exchange backup reduced from days to 5 hours
- Test restores validate DR readiness
- Daily email notifications save IT staff time

Customer Overview

Travcorp's multi award-winning portfolio ranges from luxury hotels and boutique river cruises to independent holiday package companies and a variety of guided travel experiences. As a worldwide travel expert, with 40 sales offices and 10,000 team members serving over two million customers annually, Travcorp takes its travellers to over 70 countries.

Modern Approach Replaced Tape Backup

Travcorp started its backup storage journey with tape, using Veritas NetBackup, until this approach became unmanageable – taking days to complete a full backup. To regain control of the company's backups, Travcorp's newly-hired IT director introduced Travcorp to ExaGrid, and the switchover to a disk-based backup solution was quickly made. ExaGrid, coupled with Veeam backup software, gave them what they needed to exceed their goals.

Within EMEA, Travcorp has offices scattered around the UK and Geneva. ExaGrid systems are in both locations, which have a combined backup up of over 50TB of data. Replication occurs from the main London hub straight to the other sites, which are located at different London addresses. Currently, Travcorp is 95% virtualized and uses Veeam as its backup application.

'Amazing' Customer Support

"Every time I've had to deal with a vendor when we've had an issue with their product, it's never been as straightforward as it is when I deal with ExaGrid," said Warren Kelly, senior system engineer at Travcorp. "Their support model really sets them apart from any of my other vendors. We have an assigned ExaGrid support engineer, and he's been fantastic. We've found everything about ExaGrid to be easy, straightforward, and very fast."

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 assigned to individual accounts. The system is fully supported, and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

"ExaGrid is a very good product. Reliability means the most to our IT team, and the system always does its job," said Warren. "We have the system set up to send email alerts to our team every day, so we're notified when backup jobs complete, which saves us time in the long run. If we ever have a problem, I drop our support engineer an email, and he responds right back to fix the issue. He's been amazing from start to finish."

Travcorp expanded its main ExaGrid hub system in London, and with assistance from ExaGrid support, the installation was very straightforward. Warren gave it a name and IP address, and was immediately able to add another appliance to the London system.

The Road to Disk-Based Backup

"At the time we began looking at disk-based backup storage, our backups from Exchange to tape were taking two to three days. We were impressed with ExaGrid after our first demo. My staff liked the ease of use and how powerful the GUI was. Backup storage is just one of my jobs, and now I simply need to keep an eye on it. Our data is getting replicated and backups are finishing quickly. I do test restores and it just works, every time," said Warren.

"Backing up to ExaGrid makes my life far easier; the system takes care of it all. I can see that the data's backed up, what our dedupe ratios are, what's been consumed, and what retention space and run disk space I have available. I do all that with one click on the GUI," said Warren.

EXAGRID®

"Using a disk-based backup solution is new to me. I've always been responsible for traditional tape backups in some of the bigger companies I've worked for, but disk-based backups are the future."

Travcorp's Exchange backups that were previously taking two to three days using tape are now taking just five hours with ExaGrid. As a result, Warren now spends 60% less time on backup responsibilities.

Veeam and ExaGrid Deduplication

Veeam uses the information from VMware and Hyper-V and provides deduplication on a "per-job" basis, finding the matching areas of all the virtual disks within a backup job and using metadata to reduce the overall footprint of the backup data. Veeam also has a "dedupe friendly" compression setting which further reduces the size of the Veeam backups in a way that allows the ExaGrid system to achieve further deduplication. This approach typically achieves a 2:1 deduplication ratio.

ExaGrid is architected from the ground up to protect virtualized environments and provide deduplication as backups are taken. ExaGrid will achieve a 3:1 up to 5:1 additional deduplication rate. The net result is a combined Veeam and ExaGrid deduplication rate of 6:1 upwards to 10:1, which greatly reduces the amount of disk storage required.

Scalability

The ExaGrid system can easily scale to accommodate data growth. ExaGrid's GRID computing software makes the system highly scalable, and when plugged into a switch, appliances of any size or age can be mixed and matched in a single GRID system with capacities of up to a 1PB full backup plus retention and an ingest rate of up to 200TB per hour. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

GRID Architecture Provides Superior Scalability

ExaGrid uses a GRID-based configuration, where each appliance contains not just disk but also processing power, memory, and bandwidth. When the system needs to expand, additional appliances are simply attached to the GRID. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows, and you only pay for what you need when you need it. In addition, as new ExaGrid appliances are added to the GRID, the system automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

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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. The ExaGrid system fully leverages Veeam Backup & Replication's built-in backup-to-disk capabilities and ExaGrid's zone-level data deduplication for additional data reduction (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 backup storage with a unique landing zone and scale-out architecture. The landing zone provides for the fastest backups, restores and instant VM recoveries. The scale-out architecture includes full appliances in a scalable GRID and provides for a fixed-length backup window as data grows, eliminating expensive forklift upgrades. Learn more at **www.exagrid.com**.