

Premier Law Firm Trenam Kemker Gains Cost Savings and Better Backup Times with ExaGrid

CUSTOMER SUCCESS STORY



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Lori Jones
IT Manager
Trenam Kemper

Customer Overview

Trenam Kemker ranks among Florida's premier law firms in size and breadth of practice. In the 41 years since its founding, Trenam Kemker has grown from 20 attorneys to more than 95 in Tampa and St. Petersburg. The firm's clients include both large and small publicly traded and listed to large private companies as well as small emerging businesses. The firm's clients represent a wide range of industries, including retail, food service, banking, gaming, manufacturing and technology.

Desire to Eliminate Long Backup Times, Costly Tape Led to ExaGrid

The IT department at Trenam Kemker had grown tired of long backup times and dealing with tape. Weekly full backups stretched to nearly 48 hours and often ran into the work week, causing the firm's network to slow down. In addition, tape was becoming increasingly unreliable, expensive and labor intensive.

"We were having lots of issues with our backups," said Lori Jones, IT manager at Trenam Kemker. "Our full backups required 15 tapes, and we had to go to our co-location facility every Friday before 6:00 p.m. to change out the tapes. It was difficult because we often perform upgrades and other maintenance on our systems on Fridays. It was also a physical challenge to bring all 15 tapes back, catalogue them, and send them to offsite storage. We were spending \$200 a month on offsite storage and transportation alone. We finally decided to look for a solution that would shorten our backup times and reduce our reliance on tape."

After looking at several different solutions, Trenam Kemker eventually chose a disk-based backup system with data deduplication from ExaGrid. The ExaGrid system works in conjunction with the firm's existing backup application, Symantec Backup Exec.

"After speaking with existing ExaGrid customers who had similar challenges and hearing them rave about the system, we did our own research and decided that it was the right solution for us," said Jones. "One consideration was that we didn't have to change our backup application. We could slide the ExaGrid right into our existing infrastructure."

Full Backup Times Reduced from 48 hours to 12 Hours, Data Deduplication Maximizes Disk Space

Since installing the ExaGrid system, the firm's full backup times have been reduced from approximately 48 hours to just 12. "Our backups absolutely fly now with the ExaGrid," Jones said. "There's just no comparison to tape."

Jones said that ExaGrid's data deduplication technology has been very effective in reducing the amount of data stored on the system. "Our data deduplication ratios vary depending upon the type of data being stored, but we have some rates as high as 60:1. We're able to store approximately 20TB of data in just under 4TB of space," she said. "It's wonderful to have so much data at our fingertips and ready to restore. Tape was unreliable when it came to restoring data and it was a pain to deal with. We now have a much higher level of security just knowing that our data will be there if we need it."



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.

Firm Saves Time and Money with ExaGrid

Russ Hoffacker, a consultant with Tribridge, a Tampa-based IT consulting firm, helped install the ExaGrid system and continues to work with the system today. Hoffacker said that the ExaGrid system was easy to install, and the firm's IT department is saving a considerable amount of time on management and administration.

"Installing the ExaGrid system was surprisingly simple. There's always some kind of technical challenge or hurdle to jump through during an install but not with the ExaGrid. It was extremely straightforward and took no time at all. We just set it up and put it on autopilot," he said. "The firm is also saving a lot of time on management and administration now that we don't have to deal with tape. Before, we were spending a lot of time setting up backup jobs, checking them and rescheduling jobs because they didn't run properly. We were probably spending half a day on Monday and another five hours later in the week on other maintenance. Now, we spend about 15 minutes a week on management, and we don't have to transport tapes back and forth from our co-location facility."

The firm has also been able to significantly reduce the cost of its backups with ExaGrid. In addition to the hours saved on maintenance, Trenam Kemker had been spending \$200 per month for offsite tape storage along with the cost of the tapes themselves.

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.

"ExaGrid's customer support team has been wonderful. They're always responsive and knowledgeable, and I know I can look to them when I have a question," said Jones.

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.

Scalability to Grow

As the firm's data increases, the ExaGrid system can easily scale to accommodate more data. 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.

"The ExaGrid system is extremely scalable. It's a solution that will serve us well for a long time," said Jones. "Installing the ExaGrid was the answer to our backup issues. Our backups are now running well within our backup window, we have a higher level of data security, and we've saved a considerable amount of time and money that we used to spend on tape. It has been a terrific solution for us."

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.

Intelligent Data Protection

ExaGrid is a cost-effective, scalable disk-based backup solution that replaces tape in your nightly backup process, enabling faster and more reliable backups at a price comparable to a new tape library. ExaGrid offers the only disk backup appliance with data deduplication purpose - built for backup that leverages a unique architecture optimized for performance, scalability and price.

The ExaGrid system is a plug-and-play disk backup appliance that works with existing backup applications. ExaGrid's patented zone-level deduplication technology minimizes the amount of data to be stored by storing only the unique bytes across backups instead of storing the redundant data. This unique approach reduces the amount of disk space needed by a range of 10:1 to as high as 50:1 or more, delivering unparalleled performance in a cost-effective solution.

For more information about ExaGrid, please visit us at www.exagrid.com or call us at 1-800-868-6985.