



VW Credit Drives Better Backups with ExaGrid

CUSTOMER SUCCESS STORY

VW CREDIT, INC.

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Dean Bolton
Network Systems Engineer

Key Benefits:

- Backups are 75% faster
- ‘Lightning-fast’ restores
- ExaGrid support is proactive and responsive
- ‘Simple but powerful’ system works ‘as advertised’

Customer Overview

VW Credit, Inc. (VCI), a wholly owned subsidiary of Volkswagen Group of America, Inc., was founded in 1981 as the financial service arm of Volkswagen Group of America, Inc. VCI, a captive finance company, services Volkswagen, Audi and Bentley retail customers and dealers as Volkswagen Credit, Audi Financial Services, and Bentley Financial Services. The company provides competitive financial products and services to dealers and their customers throughout the United States including retail leasing, retail financing, and balloon financing, along with wholesale financing for new and used vehicles. VCI is headquartered in Herndon, Virginia.

Long Backup Times With Tape

The Windows Server Team at VW Credit, Inc. (VCI) is responsible for backing up over 180GB of data a day, with a total weekly backup of 15TB of data. Long backup times had become the norm, but when weekly full backups began pushing beyond 72 hours, the organization began looking for a new solution to speed its backups and streamline processes.

“We needed a new solution that would reduce our backup times and restores. We also knew that we wanted to get away from tape and move towards disk. Tape was such a hassle. There’s just so much management and administration involved with it,” said Dean Bolton, network systems engineer for VW Credit, Inc.

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Systems at Multiple Sites Virtually Eliminate Tape, Improve Disaster Recovery and Backup Times

VW Credit, Inc. installed ExaGrid systems in five locations using a hub-and-spoke configuration. The company’s Libertyville, IL data center acts as the hub, and additional systems were installed in Portland, OR, Herndon, VA, Auburn Hills, MI, and Montreal. VW Credit, Inc. also plans to install more ExaGrid systems at additional sites in



the future. The systems work along with VCI’s existing backup application, Veritas NetBackup.

With the ExaGrid system, VCI has been able to nearly eliminate tape. “Our backups are far, far faster and they’re getting better all the time. For some of our backup jobs, we’re seeing a 75 percent improvement. That has made a big impact here,” said Bolton.

“And restores are lightning fast. Besides the fact that we don’t have to deal with tracking down tapes and searching for a file, we now have all this data available to us at our fingertips. We simply initiate a restore and it’s done. Just like that. It’s so much faster and more dependable.”

Data Deduplication Provides 10:1 Reduction

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 after the data is stored to reduce data. When a second site is used, the cost savings are even greater because ExaGrid's byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

"The ExaGrid system does a fantastic job at reducing our data. Our dedupe ratios average about 10:1. The nice thing is that the deduplication is built right into the system and the ExaGrid does the dirty work. We didn't need to become deduplication experts," said Bolton.

"As a company, ExaGrid has done a very good job at working with partners like Veritas to ensure that the products work together optimally, and you can see that in the technology, the ease of use and in our deduplication results."

Easy Setup, Industry-leading Customer Support

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.

"The implementation and installation process was very straightforward. It really was easy to get the system up and running. It's a simple but powerful system that really does work as advertised," said Bolton.

"We've been very impressed with customer support. We have an assigned support engineer who is very responsive, and on the occasions we've had to talk to other members of the support

staff, we've found them knowledgeable, helpful and proactive. We couldn't ask for anything more from support."

ExaGrid and Veritas NetBackup

Veritas NetBackup delivers high performance data protection that scales to protect the largest UNIX, Windows, Linux and NetWare environments. With complete protection from remote office to center to vault, NetBackup offers a single console for all backup and recovery operations. Organizations using NetBackup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as NetBackup, providing faster and more reliable backups and restores. In a network running NetBackup, 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 turnkey disk-based backup system combines high quality SATA drives with byte-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. 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 space needed by a range of 10:1 to 50:1 or more.

ExaGrid is easy to install and use and works seamlessly with popular backup applications, so organizations can retain their investment in existing applications. ExaGrid can be used at a primary site and at a second site to supplement or eliminate offsite tapes with a live data repository or for disaster recovery. When a second site is used, the cost savings are even greater because ExaGrid's byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

About ExaGrid

ExaGrid provides tiered backup storage with a unique disk-cache Landing Zone, long-term retention repository and scale-out architecture. ExaGrid's Landing Zone enables the fastest backups, restores, and instant VM recoveries. The retention repository offers the lowest cost for long-term retention. ExaGrid's scale-out architecture includes full appliances in a scalable system.

Learn more at www.exagrid.com.

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