

ExaGrid's Unique Value Propositions

Our Company, Product, and Customer Support

DATA SHEET

EXAGRID®

Hyper-converged
Secondary Storage for Backup

Our Company

ExaGrid is expert in backup storage – it's all we do.

- Achieve top line growth every year
- Maintain healthy financials with a low cash burn compared to almost every other vendor in the industry
- Average a 70% competitive win rate
- Win customer business over 80% of the time when the customer pilots ExaGrid
- Cover 99% of our customers on M&S
- Earned a Net Promoter Score (NPS) of +73 in 2018
- Have over 370 published customer success stories

Our Product – ExaGrid's is the only product that “just works” and includes many unique features and benefits.

- Is typically half the price of the big brands in larger accounts
- Includes a landing zone for fast backups
 - 3X the backup performance of our closest competitor ensures a shorter backup window
 - adaptive deduplication results in a strong offsite DR RPO
- Keeps the most recent backups in an undeduplicated form for fast restores
 - the only deduplication appliance solution that restores the most recent backups at the speed of standard disk – 20X faster than other deduplication appliances
 - fastest restores, VM boots, and offsite tape copies
- Has a “scale-out” architecture to keep the backup window fixed in length as data grows, which eliminates forklift upgrades
 - mix appliances of any size/age in a single system
 - pay as you grow with nine various-sized appliance models from which to choose
- Scales to a 2PB full backup at 432TB/hour
- Eliminates product obsolescence
 - supports all installed appliances at standard maintenance and support (M&S), even for models that ExaGrid no longer sells
- Has tight integration with Veeam on three fronts
 - Accelerated Data Mover for 30% faster ingest than CIFS
 - Accelerated Data Mover for synthetic fulls
 - Scale-out Backup Repository (SOBR) for automated job management
- Supports Oracle RMAN Channels to a scale-out system
- Allows a second-site configuration to be half the size of the primary site to save costs on DR (asymmetrical vs. symmetrical)
- Is sized correctly up front – no “bait and switch”
- Includes a price protection guarantee
 - the price paid up front for the product remains the price for the next five years
 - the cost of M&S won't increase by more than 3% per year

Our Customer Support – ExaGrid's customer support model is one-of-a-kind.

- Assigns a level 2 tech to each customer, which provides many benefits
 - no level 1 techs – techs are senior and can solve problems quickly
 - each customer works with the same tech consistently
 - a tech is assigned who is proficient in the customer's backup application(s)
- Provides M&S that is all-inclusive
 - full version releases
 - health reporting for alerts/alarms; over 90% of customers are on health reportin.
 - remote installation and training
 - next- or two-business-day parts replacement

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