

Wilmington Medical Supply Improves Backups and Disaster Recovery Capabilities with ExaGrid

CUSTOMER SUCCESS STORY



WMS, inc.

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Bryan Soden
IT Director
Wilmington Medical Supply

Customer Overview

For over 15 years, Wilmington Medical Supply has provided clients across the United States with quality durable medical supplies and equipment. The company has 40 employees and is based in Wilmington, North Carolina.

Long, Unreliable Backups and Disaster Recovery Issues with Tape

Wilmington Medical Supply's IT department had been backing up the company's data to tape but long backup times, unreliable backups and looming disaster recovery issues led them to search for a new solution.

"Our backups were taking nearly 12 hours and our tape drives often failed. We were getting 75 percent accuracy at best," said Bryan Soden, IT director at Wilmington Medical Supply. "As a company, we were also growing more and more concerned about our ability to recover in the event of a disaster. Our datacenter is located in an area that experiences lots of hurricanes, heavy rains, flooding and high winds and we wanted to set up a disaster recovery site so that we could quickly restore from a remote location. We certainly couldn't do that with our legacy system so we decided to look to disk."

Two-Site ExaGrid System Enables Fast Recovery

After looking at several different solutions, Wilmington Medical Supply chose a two-site ExaGrid disk-based backup solution with data deduplication.

"We looked at a Dell solution but the product didn't have the compression we were looking for," said Soden. "We chose ExaGrid because it offered strong data deduplication technology at a good price point. We were also able to meet our disaster recovery objectives by purchasing a two-site solution."

The company installed one ExaGrid system in its Wilmington datacenter and a second in Georgia. Data is automatically replicated between the two systems, so that the IT staff can easily restore information in the event of a disaster. The ExaGrid system works in conjunction with the company's backup application, Symantec Backup Exec.

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Backup Times Cut in Half, Data Reduced 40:1

Since installing the ExaGrid system, Soden reports that the company's backup times have been cut in half and backup jobs are now completed reliably each and every night. Also, he said that ExaGrid's data deduplication technology has reduced the amount of data stored by 40:1.

"The ExaGrid system has done a wonderful job at reducing our data so that we're able to maximize disk space," said Soden. "We've been very pleased with our deduplication ratio of 40:1."

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™

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 byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

Easy Setup, Responsive Customer Support

The ExaGrid system was designed to be easy to setup and maintain, and ExaGrid's industry-leading customer support team is staffed by trained, in-house engineers who are dedicated to individual accounts. The ExaGrid system is fully supported and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

"We have had a terrific experience with ExaGrid's customer support team. Our support engineer has been with us every step of the way, setting up our backup jobs, dealing with issues, and finding creative ways to handle unique situations. He is a valuable asset to the team," said Soden. "Overall, we've had a great experience with the ExaGrid system. It's taken the hassle out of our backups and has enabled us to build a first-rate disaster recovery plan."

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.

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 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 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. The 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.