

# PT Tech Engineers New Backup Solution, Accelerates Restores by Implementing ExaGrid

CUSTOMER SUCCESS STORY



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**Jim Chester**  
IT Manager  
PT Tech

## Customer Overview

Since 1978, Ohio-based PT Tech has served OEMs in markets such as mining, recycling, tunnel boring, steel production, and road-working. PT Tech's solutions are used by a "Who's Who" of industrial companies world-wide. A technological market leader, PT Tech's growth is the result of continual product development, and its longevity is the result of exceptional customer service. The company acts as an extension of the customer's engineering department, focused on their unique niche of torque management.

## Inefficient Backups and Lean IT Staffing Lead to Evaluation of Newer and More Reliable Technology

The IT staff at PT Tech had been backing up their virtual environment to tape and was tiring of the time and resources that its existing backup system required. "We have about 25 virtual machines running between servers and virtual desktops," said Jim Chester, information technology manager at PT Tech. "We have an array of all different types of data that we're capturing."

Protecting its data using tape was becoming increasingly cumbersome, and with the alternative technologies the company knew existed, PT Tech decided it was time to investigate the deployment of new technology that worked with its existing backup application, Symantec Backup Exec. The company chose ExaGrid's disk-based backup system with data deduplication.

"We knew we were still using old technology with new technology at the forefront that could better support the data protection needs of our virtual environment as well as being less of a strain on our limited IT staff," said Chester. "We've all heard the horror stories about disaster recovery and not being able to restore everything from tape. If you have a full backup on ten tapes and number five breaks, you're in trouble. We didn't want to be one of those statistics!"

## Backups a Breeze, Rapid Restores, Amazing Deduplication

Since moving its backups to the ExaGrid, the IT team at PT Tech has been satisfied with the hours it is saving in backup time. Before implementing ExaGrid, full backups would take almost an entire weekend. Now using ExaGrid, backup times have been reduced to just an hour or two. PT Tech doesn't typically do a lot of restores, but when it does, the restore is completed in a fraction of the time that it used to take when restoring from tape.

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 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.

**EXAGRID™**

## Easy Setup and Responsive 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 dedicated to individual accounts.

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

"Setup was quite easy," said Chester. "When the ExaGrid arrived, we just followed the instructions, mounted and installed it, and called our customer support engineer. About an hour later, we were ready to go. It was quite painless."

## 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.

## 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.

**For more information about ExaGrid, please visit us at [www.exagrid.com](http://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](http://www.exagrid.com).