

A.D.A.M. Improves Health of Backup Process with ExaGrid

Customer Overview

A.D.A.M. (NASDAQ: ADAM) is a leading provider of health information and benefits technology solutions to healthcare organizations, employers, benefits brokers, consumers, and educational institutions. A.D.A.M.'s Benergy™, the leading benefits communication and healthcare decision support platform for small and mid-sized employers, is designed to equip employees to better understand their health, wellness and benefits, while helping employers reduce the costs of healthcare and benefits administration. The company is based in Atlanta, Georgia.

Remote Tape Backups Time Consuming and Difficult

Seth Engel is the network administrator responsible for A.D.A.M.'s Uniondale, New York office. The company maintains four database servers, as well as FTP servers and MidPoint servers in a co-location facility in Elmsford, NY, but the IT department found that backing up the data remotely was difficult, time consuming and complex. Engel had been backing up data using a tape library with LT01 tapes but successful backups were never guaranteed because of ongoing tape issues and the day-to-day realities of backing up data remotely.

"Because our systems are in a co-location facility, we were constantly reconfiguring our backups to try to get them onto one tape for each job because we couldn't change tapes remotely," said Engel. "In addition, our backup jobs were sometimes pushing 12 hours or more seven days a week. The whole situation was unacceptable."

ExaGrid System Simplifies Backups, Reduces Backup Times

In an effort to simplify backup processes and to reduce backup times, the IT staff at A.D.A.M. purchased an ExaGrid disk-based backup system and installed it in its co-location facility. The ExaGrid works in conjunction with A.D.A.M.'s existing backup application, CA ARCserve™ Backup. The ExaGrid system is backed up to tape periodically using the company's existing tape library in case the data is needed for disaster recovery.

"We've been extremely impressed with the ExaGrid system," said Engel. "It fit seamlessly into our network and we were able to keep our existing investment in ARCserve and in our tape library. It's a very cost-effective solution and it really simplified our backups."

A.D.A.M. had been running full backups seven days a week, with backup times stretching to 12 hours or more each night. The company now runs incremental backups nightly and full backups each weekend. Incremental backups now only take 30 minutes and full backups have been reduced to less than four hours.

Effective Data De-duplication

Engel said that A.D.A.M. is currently experiencing data de-duplication rates of better than 10:1. ExaGrid's data de-duplication technology helps reduce the size of the data stored and makes restore performance fast and efficient.

"ExaGrid's data de-duplication technology is very effective at reducing our data. We can really maximize the amount of data we're able to keep on the system and can do more with it. In today's day and age, that's critical," said Engel.

ExaGrid combines last backup compression along with data de-duplication, 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 de-duplication 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 de-duplication technology moves only changes, requiring minimal WAN bandwidth.

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Network Administrator
A.D.A.M.

Industry Leading Customer Support

Engel learned the value of ExaGrid's industry-leading customer support first-hand recently when the company's backup jobs weren't performing as expected. As it turned out, the system was configured incorrectly and needed software updates, but ExaGrid's customer support team was able to quickly determine the cause of the problem and provided the technical assistance to get the issues ironed out.

"I really can't say enough about ExaGrid's customer support team. They were able to remote into our system and quickly diagnose a very complex issue at the root of our performance problems. They were tenacious and spent a good deal of time reconfiguring our system from the ground-up and they kept going until the system was running perfectly again," said Engel. "These days, contacting a vendor for support can be a very time consuming, frustrating process. ExaGrid's customer support team is a pleasure to deal with. I found the team extremely knowledgeable and creative in trying to identify solutions to our particular problem and I have a great deal of confidence in their abilities."

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.

"The ExaGrid system alleviated the pain of backing up our systems remotely. I get an email when my backups are finished and they're always completed correctly, day in and day out. With tape, I never had that level of confidence. The ExaGrid system saves me a tremendous amount of time each day and enables me to focus on other parts of my job," said Engel.

ExaGrid and CA ARCserve Backup

CA ARCserve Backup™ delivers reliable, enterprise-class data protection across multiple hardware and software platforms. Its proven technology — unified by a single, easy-to-use interface — enables multi-tiered protection driven by business goals and policies. Organizations using ARCserve Backup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as ARCserve Backup, providing faster and more reliable backups and restores. In a network running ARCserve eBackup, 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 de-duplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid's byte-level data de-duplication 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 our website www.ExaGrid.com or call us at 1-800-868-6985.

ABOUT EXAGRID

ExaGrid is the leader in cost-effective disk-based backup solutions. A highly scalable system that works with existing backup applications, the ExaGrid system is ideal for companies looking to quickly eliminate the hassles of tape backup while reducing their existing backup windows. ExaGrid's innovative approach minimizes the amount of data to be stored by providing standard data compression for the most recent backups along with byte-level data de-duplication technology for all previous backups. Customers can deploy ExaGrid at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories or for disaster recovery.

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