

# Community National Bank Speeds Backups and Restores with ExaGrid

## Customer Overview

Community National Bank is a \$540 million bank with 22 banking centers in Southeast Kansas. The bank's emphasis on excellence in service, strong support of local needs, superior account and lending products, and a passion for community service have been cornerstones in serving its growing customer base.

## Long Tape Backups, Unreliable Restores

Community National Bank is a fast growing financial institution with an in-house datacenter that processes all of the bank's transactions and checks. But although protecting sensitive financial and customer data is critical for any bank, Community National's IT staff struggled daily to back up its data to tape. The bank used two tape libraries to back up its data nightly and replicated its most critical data to a disaster recovery center, but long backup times strained its network and the IT staff often had to juggle backup jobs to fully protect the bank's data. In addition, the IT staff found dealing with tape cumbersome and time consuming, and restores were often unreliable.

"As a financial institution, we're heavily regulated in terms of data protection, but it was becoming more and more difficult to properly back up our data with tape," said Christine Dunlap, manager of information systems at Community National Bank. "We needed a solution that would shorten the length of our backups, make restores faster and more reliable and reduce the amount of time we spent managing backups."

## Cost-effective, Two-site ExaGrid System Provides Primary Backup and Data Replication, Reduces Backup Times

The bank decided to look for a new backup solution and consulted with its technology integrator, Kansas City, Missouri-based SolutionPros to identify the best approach. After evaluating the bank's backup requirements and IT infrastructure, SolutionPros recommended ExaGrid's disk-based backup system. The bank purchased a two-site ExaGrid system and installed one unit in its datacenter for primary backup and a second system offsite for data replication. The ExaGrid systems work alongside the bank's existing backup application, Symantec's Backup Exec.

"It was easy to justify the cost of the ExaGrid system. When we considered the ongoing cost of tape, maintenance on the tape libraries, and the number of hours a day we used to spend on troubleshooting tape backups, it made a lot of sense financially," said Dunlap.

Since installing the ExaGrid system, Community National Bank has seen its backup times reduced significantly. The bank had been running full backups mainly on the weekends and differential backups during the week but is now able to perform full backups on most systems during the week. Full backups that had been taking 48 hours or more are now completed within six hours.

## Data Deduplication Reduces Amount of Data Stored by as Much as 20:1

Dunlap reports that ExaGrid's data deduplication technology currently provides an overall data reduction ration of 9.49:1, with rates varying depending upon the type of data backed up. For example, the bank is now experiencing data reduction rates of 20:1 for its Microsoft Exchange data.

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 10 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.

"All vendors make claims about how fast and efficient their products are but when you put them into a real world situation the products don't always stack up. The ExaGrid system has been the exception to the rule. When we first installed the ExaGrid, we were stunned. It performs better than we ever expected and it has solved our backup problems in one fell swoop."

Christine Dunlap  
Manager, IS  
Community National Bank



## Smooth Scalability, Easy Management

As a fast growing financial institution, system scalability was an important factor in choosing the ExaGrid system. ExaGrid's GRID computing software makes the system highly scalable, and when plugged into a switch, different sized configurations can be mixed and matched into a single GRID system with capacities of up to 60TB. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

"Historically, our data has grown quickly so we need to ensure that our backup systems can handle additional data if the need arises," said Dunlap. "The ExaGrid system can easily be scaled by adding additional devices and they can all be centrally managed through one interface. We're confident that the ExaGrid system will be able to scale to meet our backup needs into the future."

## Superior Customer Support

"The ExaGrid system has proven to be very reliable and we've been very impressed with ExaGrid's customer support. Our support engineer has a great deal of knowledge about the ExaGrid system and about Backup Exec. When our ExaGrid system was installed, we had just installed a brand new version of Backup Exec and had some issues with it. He was more than willing to help us work through the issues. Most vendors would have spent their time pointing fingers, but ExaGrid's support engineer was right there for us."

ExaGrid comes packaged as a turnkey appliance, was designed to be easy to deploy and manage, and to deliver maximum uptime with redundant, hot-swappable components. All components are fully supported by ExaGrid's trained, in-house engineers dedicated to individual accounts.

"Whenever we look at a new solution, we always take vendor claims with a grain of salt. All vendors make claims about how fast and efficient their products are but when you put them into a real world situation the products don't always stack up. The ExaGrid system has been the exception to the rule. When we

first installed the ExaGrid, we were stunned. It performs better than we ever expected and it has solved our backup problems in one fell swoop," said Dunlap. "We have been able to nearly eliminate tape from our environment and our backups are now fully completed within our window each and every night. Also, recovering data is now a simple point and click operation. We really couldn't ask for more from a product."

## 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.

### 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 deduplication 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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