

GreenBank Reduces Backup Windows, Reliance on Tape with ExaGrid

Customer Overview

GreenBank, which traces its origin to 1890, has 63 branches across East and Middle Tennessee, and one branch each in Bristol, Virginia, and Hot Springs, North Carolina. It also provides wealth management services through its GreenWealth Division and residential mortgage lending through its Mortgage Division. In addition, GreenBank conducts separate businesses through three wholly owned subsidiaries: Superior Financial Services, Inc., a consumer finance company; GCB Acceptance Corporation, a consumer finance company specializing in automobile lending; and Fairway Title Co., a title insurance company. Greeneville, Tennessee-based Green Bankshares, Inc., with total assets of approximately \$2.945 billion, is the holding company for GreenBank.

Fast Data Growth, Acquisitions Led to Data Protection Headaches

Over the past few years, GreenBank has grown quickly by acquiring several other banks. GreenBank's IT operations are run centrally out of its datacenter in Greeneville, and with each new acquisition, its IT department had to merge new information and equipment. But as its data grew, GreenBank's IT department found it more and more difficult to keep up with backup demands because its tape library simply couldn't handle the increased information and its backup application wasn't performing correctly.

"Our banks are open seven days a week, so it's critical that our backups be completed within our backup windows each and every night. But our tape backups took way too long and often failed before completion. In addition, restores were time consuming and difficult to perform using tape," said Jason O'Dell, IT manager for GreenBank. "We had issues with our old backup application, tapes, and tape drives so it really was a nightmare to get everything properly backed up. We needed a complete solution that would enable us to get rid of tape and take the hassle out of our daily backup processes."

GreenBank installed ExaGrid's disk-based backup system in its main datacenter in Greeneville. The bank backs up the majority of its data to the ExaGrid system. "The ExaGrid fit easily into our environment and it has enabled us to significantly reduce our reliance on tape," said O'Dell. "We liked the fact that the ExaGrid system could work with all the popular backup applications so we were able to choose the backup software that was right for us."

Data Deduplication Maximizes Retention

According to O'Dell, ExaGrid's strong data deduplication technology was also an important factor in choosing the ExaGrid.

"Because our data has historically grown very quickly, we needed a product that incorporated data deduplication technology to control the amount of data stored," said O'Dell. "ExaGrid's built in data

deduplication technology has been extremely effective in reducing our data. We're currently seeing data deduplication rates of over 16:1 and we are able to retain nearly three months of data on the system."

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.

Full Backups Reduced by Two-thirds, Incremental Backups Cut in Half

Since installing the ExaGrid system, GreenBank has increased the number of servers it backs up and has still been able to significantly reduce the length of its backups. GreenBank's IT staff had been performing full backups to tape each weekend, but because the jobs took over three days to complete, they were often aborted before they were finished.

Full backups using the ExaGrid system now take approximately 24 hours. Incremental backups had been taking over 24 hours with tape but now are completed in less than 12 hours.

"Our backups are now completed consistently each and every night and our IT staff spends far less time managing and administering backup processes and tapes," said O'Dell. "We were never completely confident in our ability to restore data from tape because it was so unreliable. However, restoring data from the ExaGrid is a breeze. The information is always there and available if we need it."

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IT Manager
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Second ExaGrid System Will Provide Data Replication, Reduce Tape Costs

GreenBank currently has one ExaGrid system located in its Greenville datacenter, and the system is backed up to tape. The bank is planning to add a second system to replicate data to its disaster recovery site in the near future. When the second ExaGrid system is added, the bank will be able to eliminate tape and save nearly \$24,000 per year on tape costs alone.

“Adding a second ExaGrid system for data replication will significantly improve our ability to recover from a disaster and enable us to restore services as quickly as possible,” said O’Dell. “It also will save us even more money in tape and transportation costs and will save our staff countless hours in tape management and administration.” ExaGrid is cost effective when a two-site system is used because its data deduplication technology moves only changes between sites, minimizing the amount of bandwidth needed.

Scalability to Grow As Data Increases

As GreenBank’s data grows, the ExaGrid system can easily scale to back up additional data. 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 a 60TB full backup plus retention. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic. “Scalability is critically important to us and it was a big factor in choosing the system. The ExaGrid system is modular and easily scalable. We can simply add additional ExaGrid units as our backup demands increase,” said O’Dell.

Easy Setup, Superior Customer Support

ExaGrid comes packaged as a turnkey appliance and was designed to be easy to deploy and manage. “The ExaGrid’s interface is intuitive and the system has nice reporting tools,” said O’Dell. “We have also had a good experience with ExaGrid’s customer support team.

They were very helpful to us when we were designing the new backup environment and were knowledgeable about both the ExaGrid and CommVault products. We have a high level of confidence in our support team. They’re tenacious and will work on an issue relentlessly until it’s resolved.” He continued, “Our tape backups were a burden every day. Now, our backups are completed correctly each and every night and we spend far less staff time administering backups. It’s also scalable, so it will be able to meet our needs well into the future.”

ExaGrid and CommVault Galaxy

CommVault Galaxy Backup and Recovery software contains extensive capabilities to simplify the management of backup media resources. Galaxy software writes backup data to a broad collection of storage devices, including disk as a media target. This ability to write to magnetic disk as a functional equal of all other media types while exploiting the random access nature of the disk media sets Galaxy software apart.

Organizations using Galaxy can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Galaxy, providing faster and more reliable backups and restores.

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 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 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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