

# Attvio Search Results Take Them to ExaGrid for Disk-Based Backup

CUSTOMER SUCCESS STORY

**WATTVIO**  
The Data Dexterity Company™

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Derek Murphy  
Senior Infrastructure Engineer

## Key Benefits:

- Backup window reduced to six hours
- Easy installation of a second-site ExaGrid for replication may replace tape for offsite DR
- Reliability provides peace of mind
- Best customer support in the industry 'by a mile'

## Customer Overview

Founded in 2007, Massachusetts-based Attvio quickly established itself as a leader in enterprise search and text analytics. Many of the Fortune 100 rely on Attvio to unify information across siloed applications by finding, correlating, and returning the most relevant search results to boost knowledge worker productivity. Attvio has since expanded into the big data market by delivering search-based applications, such as eCommunications Surveillance and Know Your Customer, and more recently launched its Semantic Data Catalog solution, which profiles and identifies unstructured, semi-structured, and structured data across an enterprise.

## ExaGrid in the Middle

Attvio's backup storage infrastructure is unique because it still relies on tape at the backend, but that works out well for the organization. Attvio's IT team consists of three professionals who tackle every project that comes their way. Backup storage required a fairly small footprint, so they brought in ExaGrid to handle it for them. Their site is 95% virtualized with only a few physical servers left and rely on a disk-to-disk-to-tape backup solution. Attvio takes data from the source (NetApp, etc.), Backup Exec sends it to ExaGrid and then replicates to tape, and they send the tapes out for storage. This format has proven itself to be highly effective and when budget opens up, they may consider a second site for an ExaGrid DR option.

"The ExaGrid systems were in place when I got here," said Derek Murphy, Senior Infrastructure Engineer at Attvio. "It's entirely possible that we did not have a true backup solution before then. I would never dream of replacing ExaGrid. This solution is fantastic."

## Fixed 6-Hour Backup Window and 30 Days' Retention

Attvio's full backups consistently take under six hours with ExaGrid – and then the lengthy part begins with replication to tape. "I do fulls on Fridays and then I just do incrementals. Honestly, I don't even look at the ExaGrid times because they're so quick. I have never come to work and found my backup to ExaGrid still running. I keep 30 days' retention and am seeing

deduplication ratios as high as 10:1, which helps me save on disk space," said Murphy.

The ExaGrid system is easy to install and use and works seamlessly with all of the most frequently used backup applications, so an organization can retain its investment in existing applications and processes.

## 100% Tape Replacement is Goal

"Tape is antiquated – that's a given. There's no reason not to just have disk replication. That's my goal and we're getting there," said Murphy.

"I would say reliability is number one for us using ExaGrid. The ExaGrid system just continues to operate - its rock solid. ExaGrid allows me to keep high retention on the disk side so that I can restore quickly, if needed. I never want to have to resort to pulling a tape out, which is the reason I have higher retention on the disk side; I want to keep data that people are most apt to want restored on the ExaGrid. This week is a perfect example - my backups are hanging because the tape was hanging, and I had to kill it. Every backup problem I have is always related to tape," said Murphy.

## Best Customer Support by a Mile

Murphy has been very pleased with the support he receives from his assigned ExaGrid customer support engineer. "ExaGrid support is the best I've ever had the pleasure of dealing with, by a mile. There's usually not a lot that goes wrong. Our assigned support

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engineer is amazing - he's always on top of things and is very knowledgeable. Anytime I've called him, I've never been soured by the experience, and I can't say that about many other vendors I've dealt with because support is usually a horror show! I can't say enough about ExaGrid's support," said Murphy.

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

Since installing ExaGrid, Murphy doesn't worry about backups anymore. "ExaGrid offers me peace of mind. The system just works, and I don't have to worry about it. However, when something is broken, I can just reach out to ExaGrid knowing that they'll be fully in control, and I'm confident that they'll fix the problem - and that's the end of it."

Murphy said that it's not that easy with most other vendors. "If I have something go wrong with my VM environment, for instance, I start with a tier-one engineer, then transfer to a tier-two engineer - it's often a week-and-a-half process! And by the end of it, I want to go buy a big bottle of scotch," he said.

Murphy said the installation was very straightforward. "I simply gave it an IP address, handed it over to ExaGrid, and they added it to the cluster. The systems are easy to manage through an intuitive UI. ExaGrid's ability to log into the device to do firmware and code updates is great because it's just one less thing I have to worry about," he said.

## ExaGrid and Veritas Backup Exec

"Veritas Backup Exec provides cost-effective, high-performance, and certified disk-to-disk-to-tape backup and recovery - including continuous data protection for Microsoft Exchange servers, Microsoft SQL servers, file servers, and workstations. High-performance agents and options provide fast, flexible, granular protection and scalable management of local and remote server backups.

## About ExaGrid

ExaGrid provides backup storage with a unique landing zone and scale-out architecture. The landing zone provides for the fastest backups, restores and instant VM recoveries. The scale-out architecture includes full appliances in a scalable GRID and provides for a fixed-length backup window as data grows, eliminating expensive forklift upgrades. Learn more at [www.exagrid.com](http://www.exagrid.com).

United States: 2000 West Park Drive | Westborough, MA 01581 | (800) 868-6985

United Kingdom: 200 Brook Drive | Green Park, Reading, Berkshire RG2 6UB | +44 (0) 1189 497 051

Singapore: 1 Raffles Place, #20-61 | One Raffles Place Tower 2 | 048616 | +65 6285 0302

Organizations using Veritas Backup Exec can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Veritas Backup Exec, providing faster and more reliable backups and restores. In a network running Veritas 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 backup to disk.

## Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines enterprise SATA/SAS drives with zone-level data deduplication, delivering a disk-based solution that is far more cost effective than simply backing up to straight disk. ExaGrid's patented zone-level deduplication reduces the disk space needed by a range of 10:1 to 50:1 by storing only the unique bytes across backups instead of redundant data. Adaptive deduplication performs deduplication and replication in parallel with backups while providing full system resources to the backups for the fastest backups and, therefore, the shortest backup window. As data grows, only ExaGrid avoids expanding backup windows by adding full appliances in a GRID. ExaGrid's unique landing zone keeps a full copy of the most recent backup on disk, delivering the fastest restores, VM boots in seconds to minutes, "Instant DR," and fast tape copy. Over time, ExaGrid saves up to 50% in total system costs compared to competitive solutions by avoiding costly "forklift" upgrades.

## GRID Architecture Provides Superior Scalability

The ExaGrid system can easily scale to accommodate data growth. ExaGrid's GRID computing software makes the system highly scalable, and when plugged into a switch, appliances of any size or age can be mixed and matched in a single GRID system with capacities of up to a 1PB full backup plus retention and an ingest rate of up to 200TB per hour. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

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