

Distributed Applications Technologies Slashes Backup Times and Speeds Up Restores

CUSTOMER SUCCESS STORY



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Bryant Vandenburg
Customer Support
Representative
Distributed Applications
Technologies

Customer Overview

Distributed Applications Technologies (DAT) is a leading provider of cloud services and application hosting at their data center. DAT provides access to applications as well as the associated IT infrastructure and support services on a subscription basis, SkySphere® www.skysphere.com. The company also offers specialized software packages for vertical markets such as legal, education, healthcare, telecommunications, and manufacturing.

Lengthy Backups and Unreliable Restores Force Search for Alternative Solution

As an application service provider (ASP), DAT provides a variety of application development and hosting services to its clients. The company was originally backing up its data to tape. Backup times were lengthy, and backups were becoming inconsistent on a regular basis failing to meet their high standards. Restores were also becoming increasingly time-consuming and at times unreliable.

"With our tape storage site being 30 minutes away, the logistics of doing timely restores combined with the unreliability of tape forced us to look at alternatives," said Bryant Vandenburg, customer support representative. "Prior to implementing the ExaGrid, we were using 24 to 28 tapes per week, and backups were consuming most of my time."

ExaGrid Disk Backup With Data Deduplication Works Seamlessly With Backup Exec

After a thorough evaluation of several disk solutions, DAT selected ExaGrid's single-site system to work alongside the DAT's existing backup application, Symantec Backup Exec™. According to Vandenburg, ExaGrid's deduplication technology played a key role in the company's decision.

"Data deduplication was definitely a key issue in our evaluation process. We are now experiencing ratios of about 40:1, which

gives us a lot more capacity and flexibility to scale," said Vandenburg. "I was also surprised at how easy it was to set up." Since installing the ExaGrid system, DAT has seen a 30% reduction in the time the IT staff spends managing and administering backups. In addition, DAT's backups have been reduced by nearly 60%.

"Our backups used to take on average 17 hours, and we were experiencing all-too-frequent failures," said Vandenburg. "Now with the ExaGrid, they take about seven or eight hours."

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.

"Overall, I'm very happy with how easy our backup and restore process is now," said Vandenburg. "The time that the ExaGrid system saves allows me to focus on work other than backups. I no longer have to worry about them."



Exemplary Customer Support

"I've been very satisfied with the exceptional support we've received from ExaGrid," said Vandenburg. "Our customer support engineer has been very knowledgeable and highly responsive. I'm quite pleased."

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.

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.

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 us at 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.