

Eisai Makes Shift to ExaGrid, Realizes Huge Performance Gains

CUSTOMER SUCCESS STORY



"When I started seeing the backups happening, I began to worry that maybe we didn't size the system correctly, but then after all the backups completed and I looked at the ExaGrid dashboard, I saw a lot of green for availability and I got worried and thought we had a problem until I realized it was done! Backups are fast, recovery is even faster."

Zeidan Ata
Infrastructure Manager

Customer Overview

Around the world there are still many diseases for which no effective treatments exist and many patients who do not have adequate access to the medicines they need. As a global pharmaceutical company addressing these unmet medical needs, Eisai is committed to making contributions to better healthcare for patients and their families around the world through its business activities.

Disk-Based Backup Storage Supports Retention Requirements and Data Growth

When Zeidan Ata, Infrastructure Manager at Eisai, first joined the company, they had two sites, one on each side of the highway. A few years later, Eisai consolidated everything into one location. Each site used to have its own backup master server and its own policies on each. When the company consolidated, they kept two different backup servers and two different tape libraries in addition to backing up to tape.

"Because of the nature of our work, the FDA requires us to maintain some of our backups for 30 years, so tape is still a part of our plan on a quarterly basis only. Our yearly data grows up to 25% each year, so the decision to go with ExaGrid really made sense. Our day-to-day retention is 90 days, and we back up around 115TBs weekly," said Ata.

Eisai's equipment was getting old, and Ata's team started seeing a lot of errors, which ultimately resulted in a lot of wasted time managing backups. "We realized that we needed to upgrade our systems and look for a new solution. We went straight to Gartner's magic quadrant and had Dell, EMC, ExaGrid, Veritas, and HP present their solutions. We had to narrow it down to three products and to be honest, I was very impressed with ExaGrid compared to everybody else. Plus the price was very competitive.

"In the end, it was really a decision between ExaGrid and Dell. Because of ExaGrid's deduplication and architecture with every

ExaGrid appliance having compute as well as storage, we decided to go with ExaGrid," said Ata. "The landing zone was the most attractive feature."

Compatibility Reaps Huge Benefits and Efficiencies

The Eisai IT staff liked the idea that they could stick with Veritas NetBackup and didn't need to upgrade their hardware and software.

"Our budget is tight due to the amount of equipment we have and the number of upgrades we perform annually. That was one of the big questions I asked during our POC. From the technical support side, it was pretty painless to integrate the ExaGrid system with our existing Veritas NetBackup servers," said Ata.

"We also bought four appliances for our production site, which is our primary site, and we bought two appliances for our DR site, which uses ExaGrid appliances for replication. Our dedupe ratios on our primary systems average 11:1, and we also have a larger volume where I see a 232:1 dedupe ratio – a 6TB volume is only taking up 26.2GB. Our total backup data is 1061TB, and that backs up to 115TB."

Speed of Backup Surprised IT Manager and Grants More Time

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Key Benefits:

- Speed of backup window
- Robust long-term solution
- Landing zone is key feature
- Save over 50% time managing backup
- Compatible with Veritas NetBackup

availability and I got worried and thought we had a problem until I realized it was done! Backups are fast, but recovery is even faster," said Ata.

"We had a volume that's about 30TB; the original backup took almost a week to complete, and it took two months to complete on tape. It's a new backup world now."

"We easily save more than 50% of our time managing backups. Every time we had a Monday or a Friday holiday, I worried about getting tapes swapped prior; not to run out of media to write to before we can rotate tapes again. That was really a big pain point for us, and we had to be on top of it continuously because all the data that we back up is crucial for the individuals who generate it. Now that we have ExaGrid implemented, it's so nice to see how well it works and how much less I have to worry about backups on a daily basis."

Seamless Integration and Support

"ExaGrid proved to be a robust backup and recovery system, and something we can rely on. I did the install by myself, and our ExaGrid engineer told me what I needed to know. He has been outstanding and offers a wealth of knowledge. Since we sized it correctly, I don't expect to add any shelves for at least a year from now," said Ata.

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.

"I like the way ExaGrid's UI works. I go into one IP address and I see all the sites and the sub-sites – everything on one dashboard where I can check things out. It's very obvious what's working and what's not. Lucky for us, everything is going the right way. I don't regret one second about the decision we made to go with ExaGrid versus everybody else," said Ata.

Scalability

ExaGrid uses a GRID-based configuration, where each appliance contains not just disk but also processing power, memory, and bandwidth. When the system needs to expand, additional appliances are simply attached to the GRID. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows, and you only pay for what you need when you need it. In addition, as new ExaGrid appliances are added to the GRID, the system automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

ExaGrid and Veritas NetBackup

Veritas NetBackup delivers high performance data protection that scales to protect the largest UNIX, Windows, Linux, OS X and NetWare environments. With complete protection from remote office to datacenter to vault, NetBackup offers a single console for all backup and recovery operations. Organizations using Veritas NetBackup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications such as NetBackup, providing faster and more reliable backups and restores. In a network running NetBackup, 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.

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.

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