# Largest Parking Company in Norway – EuroPark – Chooses ExaGrid for System Scalability

**EUROPARK**
■ Member of APCOA Group

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>
> **Kenneth Hanssen**
> **IT Manager**
> **EuroPark**

## Key Benefits:

- Simplicity of implementation
- Superior manageability with less team intervention
- Seamless integration with existing backup applications
- Increased disk space and scalability
- Robust disaster recovery capability added at less cost than adding disk

## Customer Overview

Established in 1979 and headquartered in Oslo, EuroPark is the largest parking company in Norway, with 1,500 locations nationwide and approximately 27 million customer visits every year – an average of one parking visit per month for every Norwegian license holder. EuroPark is owned by APCOA Parking AG, which is headquartered in Stuttgart, Germany. APCOA is the largest manager of parking facilities in Europe, with 1.4 million parking spaces in 12 countries. The IT team plays a pivotal role in sustaining high levels of customer service as the company continues to grow.

## Depleting Disk Space and Manageability Issues

Kenneth Hanssen, IT Manager at EuroPark inherited a backup environment that used Network Attached Storage disks (NAS) and three supporting backup applications: Oracle RMAN, used for backing up the Oracle database; Symantec Backup Exec 2012 for backing up the Microsoft environment; and Veeam for backing up the virtual environment.

Just using standard disk made the backup process harder to manage, and growth in data meant that the company was quickly running out of disk space.

"Because we have a small IT team, it's vital that we operate at maximum efficiency. As a result, we look for anything we can do to minimise unnecessary work whilst delivering better service to the business and its customers," said Hanssen. "I knew we had two choices: either buy more straight disk or replace disk with a more intelligent and scalable solution," continued Hanssen.

## ExaGrid Works with Existing Backup Environment

Hanssen reviewed a number of potential solutions, including simply adding more straight disk. "It was easy to discount adding more straight disk, as not only was that approach more expensive than the ExaGrid solution, but simply adding disk provided no improvement in our backup performance," said Hanssen.

The decision to shift to ExaGrid's disk-based backup solution with data deduplication was made after looking into several other solutions, including HP, which were assessed by building different scenarios based on the company's needs. "HP was ruled out because it didn't have a share feature and didn't support all the solutions in our existing backup environment like the ExaGrid system does," explained Hanssen.

Ultimately, EuroPark decided to implement ExaGrid due to its exceptional value, ease of implementation, support for the existing backup applications, and significantly improved disk space.

"ExaGrid proved to be the best solution for a number of reasons. Whilst its excellent price/performance is important, the fact that ExaGrid supports our existing backup environment, without any need to change, meant that upgrading was very easy. Furthermore, ExaGrid's data deduplication means that we get far greater capacity from the same disk space."

"I've also used ExaGrid systems in two previous companies and had a very positive experience. At one company, ExaGrid saved the business by being able to restore all the data very quickly when there was a massive system failure. I know ExaGrid works 99.99% and my most recent experience just reinforces that view," said Hanssen.

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## 'Robust' Disaster Recovery and 'Significant' Scalability

ExaGrid's excellent price/performance allowed EuroPark to purchase two ExaGrid systems – one as the primary backup solution and one to automatically replicate the data to another site. "This means we now have a very robust disaster recovery system, which requires virtually no intervention from my team. It also means we have significant scalability benefits. The current system will support at least two years' growth in data and, if we need more space, we can add another ExaGrid system and have it running in five minutes."

"We have significantly improved the performance and manageability of our backups at less cost without adding additional work for my team because implementing ExaGrid is very simple," said Hanssen.

ExaGrid uses a GRID-based configuration, where each appliance contains processing power, memory, bandwidth, and disk. When the system needs to be expanded, additional appliance nodes are attached to the GRID, bringing with them additional processing power, memory, bandwidth, and disk. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows, and processing power, memory, bandwidth, and disk are paid for as they're needed. In addition, as new ExaGrid appliance nodes are added to the GRID, the ExaGrid system automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

## Experienced, Responsive Customer Support

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.

Hanssen believes that when you have a small IT department, it is very important to have the right support. ExaGrid's partner, Purity, also provides excellent on-call support whenever it is needed.

"I have found ExaGrid's customer support team to be very proactive. They contact me by phone or email to ensure that we have the most up-to-date versions running so that everything is fully optimised," said Hanssen.

## ExaGrid and Symantec Backup Exec

Hanssen said, "Implementing ExaGrid was really simple. Because it supports all our existing backup applications, all we had to do was connect the ExaGrid system to the network, and everything ran very well."

Symantec Backup Exec is the gold standard in Windows data recovery, providing 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. It also supports single-drive libraries, encryption, and disaster recovery. High-performance agents and options provide fast, flexible, granular protection and recovery, and scalable management of local and remote server 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 backup jobs are sent directly from the backup application to the ExaGrid for onsite backup to disk.

## ExaGrid and Veeam

The combination of ExaGrid's disk backup with deduplication appliance and Veeam's industry-leading virtual server data protection solutions provides fast backups and efficient data storage as well as offsite replication for disaster recovery in VMware, vSphere, and Microsoft Hyper-V virtual environments.

The ExaGrid system fully leverages Veeam Backup & Replication's built-in backup to disk capabilities and ExaGrid's zone-level data deduplication for additional data reduction (and cost reduction) over standard disk solutions. ExaGrid and Veeam also offer the ability to instantly recover a VMware virtual machine by running it directly from the ExaGrid appliance in the event of a primary storage outage or other issue that causes the primary storage VM to become unavailable. Once the primary storage environment has been brought back to a working state, the VM running on the ExaGrid appliance can then be restored to primary storage for continued operation. This is possible because of the presence of ExaGrid's "landing zone" – a high-speed cache on the ExaGrid appliance that retains the most recent backups in complete form.

**For more information about ExaGrid, please visit us at www.exagrid.com or call us at 1-800-868-6985.**

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