

Hisco Fixes Broken Backups and Gains Peace of Mind with ExaGrid

CUSTOMER SUCCESS STORY



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Keith McDonald
Network Administrator
Hisco, Inc.

Customer Overview

Hisco, Inc. was founded in the 1940's as Houston Industrial Supply Company. Hisco is a specialty distribution company serving the electronic assembly and industrial markets with 30 locations globally. In addition, the company offers specialized warehousing for chemical management, cold storage, logistic services, value-added fabrication, and custom repackaging.

Struggling with a Two-Day Backup Window and Broken Backups

Hisco's IT staff was struggling to protect the company's data. Their existing backup system was barely able to keep all the data from SQL, Exchange and Windows folders backed up to a SAN array that was also used for disaster recovery. Despite having a secondary layer of backup on tape, backups and restores were not reliable. IT staff would wait through a 45-hour backup to tape only to find out that some backup jobs had failed halfway through.

Retention was about a month and could not be increased without buying additional expensive primary disk space, since data deduplication was not an option with their existing system. Hisco's IT staff began to look for a new backup solution that would shorten the backup window significantly, eliminate wasted time and labor, and improve unreliable backups.

The Search for Better Backups Starts and Ends with ExaGrid

While investigating possible solutions, Hisco contacted a reseller who introduced them to ExaGrid's disk-based backup appliance with data deduplication. According to Keith McDonald, network administrator at Hisco, "We never looked at any deduplication solutions other than ExaGrid. There weren't any other products available that did what ExaGrid does. What convinced us to go with ExaGrid was the price and hearing about the reliability of it from the reseller. It's been trouble-free for us. I've never had any issue with my ExaGrid system."

The ExaGrid system is purpose-built for backup and leverages a unique architecture optimized for performance, scalability and price. The combination of post-process deduplication and GRID scalability delivers the fastest, most reliable backups, restores and tape copies with timely disaster recovery.

From Broken Backups to Peace of Mind

With ExaGrid, Hisco's backup window has been reduced by 20%, from about 45 hours to 36 hours. Overall deduplication rates have been about 20:1 across all file types. "What having the ExaGrid system in place has meant to me personally is having peace of mind with fast, trouble-free backups and restores. The best features of the ExaGrid system are the deduplication and the fact that it's 'hands off.' I don't have to do any maintenance on it," said McDonald.

Easy Installation, Excellent Support

According to McDonald, "The installation of the ExaGrid had no issues at all and was really very easy. With the ExaGrid, I really don't do any maintenance on it. If something does go wrong, I get an e-mail from ExaGrid support letting me know I have an issue almost as fast as the e-mail alert from the system itself. I had one drive that went down, and my support contact actually called me to say that the replacement drive was on its way. The ExaGrid customer support team is excellent."

The ExaGrid system was designed to be easy to set up and maintain, and was



designed and manufactured for maximum uptime with redundant, hot-swappable components. Hisco IT has come to rely on the ExaGrid system to get backups done faster and easier than ever before, and to depend on its reliable performance.

ExaGrid and CA ARCserve Backup

CA ARCserve Backup delivers reliable, enterprise-class data protection across multiple hardware and software platforms. Its proven technology — unified by a single, easy-to-use interface — enables multi-tiered protection driven by business goals and policies. Organizations using ARCserve Backup can look to ExaGrid as an alternative to tape for nightly backups.

ExaGrid sits behind existing backup applications, such as ARCserve Backup, providing faster and more reliable backups and restores. In a network running ARCserve Backup, 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.

Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines high quality SATA drives with zone-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid's zone-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.