

Hopkins County Memorial Hospital Revives Backups with ExaGrid

CUSTOMER SUCCESS STORY



"With the ExaGrid system, everything is automatic and there's no intervention at all. We don't have to load or swap tapes and don't have issues with drives. We know that as long as our network is up and running, everything is being backed up to the ExaGrid."

Brandon Gauntt
Director of
Information Services
Hopkins County
Memorial Hospital

Customer Overview

Hopkins County Memorial Hospital is a 100-bed facility located in Sulphur Springs, Texas. Supported by a staff of more than 40 physicians, Hopkins County Memorial Hospital offers a wide range of services including a full service emergency department that is staffed 24 hours a day and a mobile intensive care ambulance service, an intensive care unit, and other specialty departments.

Move from Outsourced IT Structure to In-house Model Creates Challenges, Opportunities

Hopkins County Memorial Hospital had been outsourcing its IT infrastructure for several years to Baylor Health Care, a Texas-based network of health care facilities. The two organizations have a broad affiliation, and through it Baylor provided Memorial Hospital with all of its IT services and infrastructure. However, with its IT costs escalating, Memorial Hospital decided to bring the network back in-house, giving the IT staff the opportunity to build an entire IT infrastructure from the ground-up.

"Building the new network was both a challenge and an opportunity," said Brandon Gauntt, director of information services for Memorial Hospital. "It was a daunting task but starting from scratch meant that we could build an efficient environment with state-of-the-art technologies."

Tight Integration with Backup Exec, Easy Setup and Management Key to Selecting ExaGrid

When its network was run by Baylor Health Care, backups were performed using tape, but in selecting the backup method for its new network, the IT staff decided that

disk-based backup would be the most cost-effective and efficient way to protect the facility's data. Memorial Hospital chose ExaGrid's disk-based backup system along with Symantec's Backup Exec™ backup application. One of the main reasons that Memorial Hospital selected ExaGrid was its tight integration with Backup Exec and the fact that setup was simple and quick.

"Because we were setting up an entire new network with multiple servers, we needed a backup solution that would be easy to deploy and manage," said Gauntt. "The ExaGrid system was more straightforward than the other solutions we looked at, and it integrated nicely with Backup Exec."

It only took ten minutes to set up and create the shares on the ExaGrid, then we loaded Backup Exec and it was up and running. It couldn't have been any easier."

Gauntt estimates that he saves between one and two hours each day by using ExaGrid's disk-based backup system over tape. Additionally, the IT staff doesn't have issues with data integrity or broken tapes.

"With the ExaGrid system, everything is automatic and there's no intervention at all. We don't have to load or swap tapes and don't have issues with drives. We know that as long as our network is up and running, everything is being backed up to the ExaGrid," said Gauntt.



Full Backups Reduced from Six Hours Per Server with Tape to One Hour With ExaGrid, Incremental Backups Reduced from Three Hours to 20 Minutes

“When its network was managed externally, Memorial Hospital’s data was backed up to tape in-house. Weekly full backups ran for approximately six hours per server, but after installing the ExaGrid system, backup times were reduced to less than an hour per server. Incremental backups are also faster, and have been reduced from three hours per server to as little as 20 minutes per server.

Another reason Memorial Hospital selected ExaGrid was its approach to data de-duplication. ExaGrid combines last backup compression along with data de-duplication, 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 de-duplication is performed post-process after the data is stored to reduce data.

“ExaGrid’s de-duplication method is very efficient at reducing our data. Because it only saves the changes from backup to backup, it uses less disk space than other approaches,” said Gauntt. “Our backups are extremely fast and efficient.”

Hot Swappable Components, Outstanding Customer Support

Customer support and user replaceable parts were also important to Memorial Hospital. The ExaGrid system offers hot swappable components, such as drives and power supplies, along with RAID6. If a drive, two simultaneous drives, or a power supply fails, the system will continue running and ExaGrid will ship a replacement component via next business day air.

“The ExaGrid system has hot-swappable components so that we are assured a high level of availability. If we have a problem, we can failover to the second drive and pull the damaged one out of service, and ExaGrid will ship us another one that we can replace ourselves,” said Gauntt. “ExaGrid provides fantastic customer support, with knowledgeable engineers that have been extremely supportive. Our ExaGrid

system has been set up so that we have a mail relay that automatically emails ExaGrid’s customer support team to alert them if anything goes wrong. We now have a high level of confidence in our backups. We didn’t have that with tape.”

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.

Organizations using Symantec Backup Exec can look to ExaGrid as an alternative to tape for nightly 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, 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 byte-level data de-duplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid’s byte-level data de-duplication technology stores only the changes from backup to backup instead of storing full file copies, reducing the amount of disk space needed by 10 to 50:1, or more, resulting in a solution that is 25 to 30% the cost of standard SATA drives.

ExaGrid is easy to install and use and works seamlessly with popular backup applications, so organizations can retain their investment in existing applications.

ExaGrid can be used at a primary site and at a second site to supplement or eliminate offsite tapes with a live data repository or for disaster recovery. When a second site is used, the cost savings are even greater because ExaGrid’s byte-level data de-duplication technology moves only changes, requiring minimal WAN bandwidth.

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