

Kentucky League of Cities Completes ExaGrid Deployment Days Before Disaster Strikes

CUSTOMER SUCCESS STORY



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Nick Harpe
IT Manager
Kentucky League of Cities

Customer Overview

The Kentucky League of Cities (KLC) was formed in 1927 when 12 Kentucky cities came together to create a unified front on common legislative issues and to benefit from economies of scale for purchases. Today, it is one of the largest of 49 leagues across the country and is comprised of 400 cities and municipalities located throughout Kentucky. KLC provides resources, advocacy and assistance to help make cities more livable. It represents communities of all sizes and is recognized as one of the nation's most innovative and successful leagues of its kind. KLC provides members with a variety of services in the areas of insurance, finance, legal, information technology, training, education, and legislative advocacy.

KLC Evaluates Backup Alternatives Due to Unreliable Tape Backup and Shrinking Storage Capacity

KLC had been backing up to tape and was maintaining two tape libraries. They were using two backup rotations due to differing retention requirements for various data and had set up separate rotations because of the limitations of manually rotating tapes. KLC became increasingly uncomfortable with the failure rates they were experiencing and began to investigate disk-based backup.

According to Nick Harpe, IT manager at KLC, "We had been backing up to tape for a long time. Over time, we realized that tape was just too unreliable, and we weren't confident in our backup system. Some task restores had failed due to media errors, and we decided to move ahead. Capacity was also an issue, so we needed a solution that would address our growing storage requirements as well." In addition, KLC had been using CA ArcServe as their backup application for a number of years and wanted to implement a solution that would work with their existing software.

KLC decided to take a proactive approach to its backup strategy by deploying disk-based backup with deduplication, which would all too soon prove to be a very wise choice on the part of their IT department.

Disaster Strikes, ExaGrid Restores

The ExaGrid solution had been installed for a few short months. The IT team decided to use the transition to the ExaGrid to separate different types of backup data to make their backups more granular. Just days after KLC had completed their transition to the ExaGrid, both of the air conditioning units in their data center failed one after the other. Because the units couldn't be fixed quickly enough, KLC experienced a failure of six drives in their SAN and lost nearly all of their critical data.

Commented Harpe, "Through the scrambling of trying to rebuild and restore, the least of my concerns was whether or not the data was there and whether or not it was going to restore. I never worried about that, and I was right. Everything restored; it restored quickly. Nothing was missing; it was fantastic! The ExaGrid system played a major role in saving us from a catastrophe for sure!"

Full Backups Ten Times Faster, Less Time Managing Backups

Since moving its backups to the ExaGrid, the IT team at KLC is impressed with the speed of their backups as well as the time they now spend managing their backups. "Since installing the ExaGrid, we're probably



spending 75% less time managing and administering our backups and backup process than we were before," said Harpe. "It's been a huge time savings."

Quick and Simple Installation, Top-Tier Customer Support

Harpe and his team found the ExaGrid easy to install just as promised. "The ease of setup was fantastic. Basically, with the flip of a switch, it's running," said Harpe. KLC has found the ExaGrid customer support engineers to be very helpful. "They really know the technology, and they're very responsive," added Harpe.

ExaGrid and CA ARCserve Backup

CA ARCserve Backup protects and ensures availability of critical applications and data from large data centers to back offices, providing a wide range of support for disk technologies, SAN, and NAS environments.

Organizations using CA ARCserve Backup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as CA ARCserve

Backup, and provides faster and more reliable backups and restores. In a network running CA 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 byte-level data deduplication, delivering a disk-based solution that is more cost effective than 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 appliances can be used at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories for disaster recovery and restores.

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.