

# Maharam Meets Data Retention Goals, Speeds Backup Times with ExaGrid

CUSTOMER SUCCESS STORY



"With ExaGrid, we're now able to easily meet our data retention goals and our whole restore process is now much faster and more efficient. It's easier on our IT department and we are able to provide a faster response time to our end users."

**Anthony LaRosa**  
Systems Engineer  
Maharam

## Customer Overview

Maharam offers a comprehensive collection of textiles for seating, walls, window covering, systems and healthcare applications. In North America, Maharam textiles are available to the trade and through a select group of authorized Maharam retailers. The company is based in New York.

## Retention and Restore Issues

Maharam's IT staff had been backing up the firm's data to disk but struggled with retention and restore issues. The company was only able to keep five daily backups, one weekly and one monthly backup on disk, so if a file needed to be restored that was over a week old, the staff had to retrieve the data from tape. And because the tapes were stored offsite, restoring data was often a labor-intensive, expensive proposition.

"We simply weren't able to meet our retention goals with straight disk and storing and retrieving tapes offsite was expensive. We get requests for file restores fairly often and each time we recalled a tape from storage we faced a fee," said Anthony LaRosa, systems engineer at Maharam. "Also, we weren't able to deliver the level of response time our end users were looking for because the tapes had to come from offsite. It simply was too costly both in terms of time and money."

## Cost-effective ExaGrid Solves Retention Issues with Data De-duplication

The IT staff had initially looked at adding disk space to provide more retention but found it to be cost prohibitive. The IT staff at Maharam realized that a backup system with data de-duplication would improve retention and control costs, and chose an ExaGrid system after briefly looking at a competing solution

"We have a small IT department here and we needed a system with data de-duplication that would be cost effective and easy to use," said LaRosa. "We initially looked at expanding our old solution but the amount of disk we needed to achieve our retention goals was so expensive that it turned out to be cost-prohibitive.

We chose the ExaGrid system because it seemed easier to use than the competing system. In the end, the ExaGrid system was a much less expensive proposition and gave us the data de-duplication we needed to maximize the disk space."

At Maharam, the ExaGrid system works with the company's existing backup application, Symantec's Backup Exec. The system is backed up to tape periodically in case the data is needed for disaster recovery purposes.

With the ExaGrid system, Maharam's IT department has been able to increase its retention and now is able to keep five daily, four weekly and six monthly backups.

"The ExaGrid's data de-duplication technology is very effective at reducing our data and it enables us to make the most of our disk space," said LaRosa. "We're now able to easily meet our retention goals and our whole restore process is now much faster and more efficient. It's easier on our IT department and we are able to provide a faster response time to our end users."

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.

## Easy to Use ExaGrid System Reduced Backup Times by 50 to 60 Percent

Prior to installing the ExaGrid system, Maharam's IT department also struggled with long backup times. With the ExaGrid system, the company has been able to reduce its backup times by 50 to 60 percent.

"One of the other pain points we had was that we were running over our backup windows, and on certain evenings we were going over 12 hours," said LaRosa.

"The ExaGrid has made our backups significantly faster and all of our backups are now finishing within five hours and running successfully each and every time."

LaRosa noted that because Maharam has a small IT department, it was important that the system be easy to set up, manage and to maintain.

"We set the ExaGrid up ourselves and were struck by how simple the process was. In fact, it couldn't have been easier," said LaRosa. "We were also impressed by ExaGrid's customer support. After we set up the system, we received a call from our support engineer and he was able to easily answer our questions and he made valuable suggestions on how to fine tune the system to maximize its efficiency."

ExaGrid's industry-leading customer support team is staffed by trained, in-house engineers who are dedicated to individual accounts. The ExaGrid system is fully supported and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

Currently, Maharam's IT department backs up the ExaGrid system to tape periodically in case the data is needed for disaster recovery purposes, but LaRosa said that the firm may consider adding a second ExaGrid to provide data replication at some point in the future.

## 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](http://www.exagrid.com).

"We're in the process of building a disaster recovery site and it's nice to know that the ExaGrid system is flexible enough so that we can add an off-site system at any time to completely eliminate tape," he said. "The ExaGrid is a fantastic product. It took the pain out of our backups and has greatly simplified our day-to-day data protection procedures."

## 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 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](http://www.exagrid.com) or call us at 1-800-868-6985.**