

# PHC Chooses ExaGrid for Its 24/7 IT Environment

CUSTOMER SUCCESS STORY



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**Jason Bowes**  
Systems Administrator

## Key Benefits:

- Short backup windows keep up with hourly backups
- Deduplication ratios doubled after switch to ExaGrid
- 'Amazing' support provides proactive assistance
- Straightforward GUI assists with easy backup administration

## Customer Overview

Partnership HealthPlan of California (PHC) is a non-profit community-based health care organization that contracts with the state to administer Medi-Cal benefits through local care providers to ensure recipients have access to high-quality, comprehensive, cost-effective health care. PHC provides quality health care to over 560,000 lives in 14 Northern California counties.

## Poor Dedupe and Performance Drive Search for Better Solution

Partnership HealthPlan of California (PHC) had been using EVault to back up its data, but that solution had grown frustrating for Karl Santos, PHC's director of IT/network operations and Jason Bowes, systems administrator, due to the solution's poor deduplication and storage performance.

Santos and Bowes searched for a better solution and considered NAS and Dell EMC Data Domain products, but ultimately chose ExaGrid primarily for its speed and deduplication. "There was no contest, given the way ExaGrid handles deduplication and its storage capabilities," said Bowes. PHC switched to ExaGrid with Commvault as its backup application.

The ExaGrid system is easy to install and use, and works seamlessly with all of the most frequently used backup applications, so an organization can seamlessly retain its investment in existing applications and processes.

## PHC Shortens Backup Window with ExaGrid

PHC backs up hundreds of terabytes of patient data and runs incremental log backups every hour of the day. The organization also runs weekly, monthly, and yearly fulls and must keep the data for seven years. "We're a 24/7 shop. The backup window was always tough for us no matter what, but now we are making it quite easily using ExaGrid. We're beating it by hours compared to when we were using EVault," said Bowes.



Bowes is pleased that the deduplication ratios have doubled with ExaGrid. "At the highest, we're getting 22:1, which is much better than the 5:1 we experienced with EVault; 10.5:1 is the average ratio achieved, which is excellent."

ExaGrid's patented zone-level deduplication reduces the disk space needed by a range of 10:1 to 50:1 by storing only the unique bytes across backups instead of redundant data. Adaptive deduplication performs deduplication and replication in parallel with backups while providing full system resources to the backups for the fastest backups and, therefore, the shortest backup window. As data grows, only ExaGrid avoids expanding backup windows by adding full appliances in a single system. ExaGrid's unique landing zone keeps a full copy of the most recent backup on disk, delivering the fastest restores, VM boots in seconds to minutes, "Instant DR," and fast tape copy.

**EXAGRID**

## Customer Support Ensures Easy System Maintenance

Bowes is pleased with how proactive his ExaGrid customer support engineer is. "My support engineer is amazing! Any time there is an alert, he checks on the system and takes care of the issue. One time, a piece of hardware failed and just as I was sending him a message, I received one from him letting me know that a drive had been sent out and that I should receive it the next day. That was great! He had already handled it before I had a chance to forward him the alert message to find out what was going on. He's always available, and I love working with him."

In addition to working with his assigned customer support engineer, Bowes likes how easy it is to check on the health of the system. "It's easy to move around inside the GUI, and it's not overly complicated. I like to use the GUI, but I don't have to very often—the system usually just works."

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.

## Unique Architecture Provides Investment Protection

ExaGrid's award-winning scale-out architecture provides customers with a consistent backup window regardless of data growth. Its unique landing zone retains the most recent backup in its full unduplicated form, enabling the fastest restores, offsite tape copies, and instant recoveries.

ExaGrid's multiple appliance models can be combined into a configuration of up to 2.4PB raw capacity, allowing full backups

of up to 1PB with a combined ingest rate of 200TB/hr. The appliances virtualize into one another when plugged into a switch so that multiple appliance models can be mixed and matched into a single configuration. Each appliance includes the appropriate amount of processor, memory, disk, and bandwidth for the backup data size, so as each appliance is virtualized into the system, performance is maintained and backup times do not increase as data volumes increase. Once virtualized, they appear as a single pool of long-term capacity. Capacity load balancing of all data across servers is automatic, and multiple systems can be combined for additional capacity. Even though data is load balanced, deduplication occurs across the systems so that data migration does not cause a loss of effectiveness in deduplication.

This combination of capabilities in a turnkey appliance makes the ExaGrid system easy to install, manage, and scale. ExaGrid's architecture provides lifetime value and investment protection that no other architecture can match.

## ExaGrid and Commvault

Commvault software contains extensive capabilities to simplify the management of backup media resources. Commvault software writes backup data to a broad collection of storage devices, including disk as a media target. This ability to write to magnetic disk as a functional equal of all other media types while exploiting the random access nature of the disk media sets Commvault software apart. Organizations using Commvault can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Commvault, providing faster and more reliable backups and restores. In a network running Commvault, 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.

## About ExaGrid

ExaGrid provides hyper-converged secondary storage (HCSS) for backup with a unique landing zone and scale-out architecture. The landing zone enables the fastest backups, restores, and instant VM recoveries. The scale-out architecture includes full appliances in a scalable system and ensures a fixed-length backup window as data grows, eliminating expensive and disruptive forklift upgrades. Learn more at [www.exagrid.com](http://www.exagrid.com).

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