

# Rathbone Brothers PLC Chooses ExaGrid for System Scalability, Manageability of Backups and Robust Disaster Recovery

CUSTOMER SUCCESS STORY

## RATHBONES

Established 1742

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- John Rourke, IT Team Leader

### Key Benefits:

- Deduplication reduces storage capacity required and delivers exceptional restore performance
- Fast restores from latest full backup on landing zone
- Ability to add appliances to the GRID and avoid scrapping appliances as data grows
- Ease of operation and significant time savings
- Quick and easy replication from primary to DR site

### Customer Overview

Rathbone Brothers PLC, through its subsidiaries, is one of the UK's leading providers of investment management services for private clients, charities and professional advisers. With a heritage dating back to 1742, the company now has 13 offices across the UK with an offshore presence in Jersey, and 190 experienced investment professionals. Rathbones' success and reputation are built on their simple commitment to superior client service as well as state-of-the-art administrative systems.

### Management of tapes and cost issues

A business that has built its reputation for delivering exceptional service over 270 years needs to have incredibly reliable IT systems and continuous access to client records. Over 39,000 high net-worth clients expect very fast speed of response and access to the most recent data. As a result, having effective backup and restore processes to support the data for front-end applications is vitally important.

Historically, Rathbones backed up its servers daily to local tape drives. This was very time-consuming and created significant administrative hassle and cost associated with handling, recording and transporting a large number of physical tapes on a daily basis.

John Rourke, IT team leader at Rathbones is responsible for the backup process. Together with his team, Rourke decided to remove these problems by centralising the backup process and moving to disk backup.

"Managing the volume of tape was a real hassle and took a lot of time to administer," said Rourke. "Our larger datasets would also take a long time to back up to tape, which meant we had to plan for large backup windows when the frontline systems would not be affected."

### ExaGrid selected for scalability and deduplication performance

Rathbones reviewed a number of disk-based backup solutions, including the Symantec backup appliance, but selected ExaGrid's disk-based backup solution due to its data

deduplication technology and its support of the company's existing backup applications. The company acquired four EX13000E appliances – two to back up frontline applications onsite and two for disaster recovery purposes at a second site.

"We chose ExaGrid because of its superior approach to deduplication and because we were able to talk to an existing customer who confirmed the merits of the system. Since going live, the ability to add appliances to the GRID as we need them has proven to be very useful," said Rourke

### Data deduplication delivers faster backup and restores

ExaGrid combines standard compression along with zone-level data deduplication, 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. Rathbones' current deduplication ratios vary according to the application but are as high as 35:1 when backing up virtual machines.

ExaGrid delivers extremely fast backup performance because data is written directly to disk, and data deduplication is performed post process after the data is stored. When a second site is used, the cost savings are even greater because ExaGrid's zone-level data deduplication technology moves only the changes from backup to backup, requiring minimal WAN bandwidth.

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"It used to take us a long time to back up to tape. Now, the size of some of our backup windows has reduced dramatically as we are able to run multiple backups simultaneously. We were really cautious at first by blocking off the working hours as we didn't want to upset the network but found that with ExaGrid's system no issues were caused, so we just opened up the window. Now 90% of our backups are complete by 1:00 or 2:00 a.m., and we can set the deduplication to run whenever we are ready," said Rourke

"Normal restores are very quick. We've not had to run a full restore but have run some full test restores and these have proven to be very quick and simple. Before implementing ExaGrid, we had some issues with Backup Exec. For example, when we wanted to restore 2TB, the previous system just gave up because it didn't have enough memory to carry out the restore," continued Rourke.

## GRID architecture eliminates need for embarrassing rethink as data grows

"We've been using ExaGrid's solution for around 18 months now, and it is reassuring that we can simply add additional appliances to the GRID as our data grows. In fact, because our data is growing so fast, we've just added two EX21000E appliances – one onsite and one at the disaster recovery site. If we had chosen a scale-up appliance, I would have had to tell my boss that the appliances we bought had to be scrapped because they had run out of capacity after just 18 months. I know that wouldn't have gone down well," said Rourke.

"We also decided to switch from Symantec Backup Exec to NetBackup at the same time. This is really easy with ExaGrid because they support all the main backup applications."

ExaGrid uses a GRID-based configuration, and when the system needs to be expanded, additional appliances are attached to the GRID, bringing with them compute with capacity, i.e., additional processing power, memory, and bandwidth as well as disk. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows, and you only pay for what you need when you need it. In addition, as new appliances are added to the GRID, the system automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

ExaGrid appliances have a unique landing zone where the most recent full backup is kept, and then deduplicated data is stored behind the landing zone. Because the most recent backups

## About ExaGrid Systems, Inc.

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

are in their full form, there is no need to wait for the data to be "rehydrated" or put back together. This makes restores (including VM restores), tape copies and recoveries very fast.

## Significant time savings

Since installing the ExaGrid system, Rathbones has been able to drastically reduce the time to manage the backup process.

"We currently back up around 50 servers. Prior to centralising the process by acquiring the ExaGrid appliances, this work required a team of over ten people looking after the systems and checking the backup process. Now we only need two people checking the backups, and this has cut the time involved by at least 25 times. This has freed up our team to do other important tasks," said Rourke.

## Customer support goes above and beyond

The ExaGrid system is 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 is designed and manufactured for maximum uptime with redundant, hot-swappable components.

"The installation was very easy and straightforward. I think the ExaGrid customer support team is very good. They have always been quick to respond and helpful with any implementation and technical questions. When we were moving our systems a couple of months ago, I emailed the customer support team, and our contact called back and sorted our problem out while on his way home, during a Bank Holiday weekend," said Rourke.

## ExaGrid and Symantec NetBackup

Symantec NetBackup™ delivers high performance data protection that scales to protect the largest UNIX, Windows, Linux, and NetWare environments. With complete protection from remote office to center to vault, NetBackup offers a single console for all backup and recovery operations. Organizations using NetBackup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as NetBackup, providing faster and more reliable backups and restores. In a network running NetBackup, 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.