

Rio Bank Credits ExaGrid with Faster Backups, Improved Data Security

CUSTOMER SUCCESS STORY



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Rosie Hinojosa
Senior Vice President of IT
Rio Bank

Customer Overview

Rio Bank began in 1985 as a retail oriented bank primarily catering to consumers for both deposit and loan business. Today, Rio Bank has seven locations in communities along the Mexican border in deep South Texas. The McAllen, Mission, Edinburg Metropolitan Statistical Area (MSA) is one of the fastest growing MSA in the United States, and the Brownsville economy is also fast growing. Rio Bank's main office is in McAllen, Texas.

Mounting Frustration with Tape Led to ExaGrid for Shorter Backup Times, Increased Security

The IT staff at Rio Bank decided to look for a new backup approach because of mounting frustration with tape and growing concerns about the safety and security of its data.

"We were using two different tape drives but our backups were still running 15 hours a night and we were using forty tapes a week. Our backup times were way too long and our tape costs were through the roof," said Rosie Hinojosa, senior vice president of IT at Rio Bank. "The other thing we were concerned about was data security. As a financial institution, we need to be sure that our data is safe but because our tapes were transported via courier to our disaster recovery site, we worried that they might get lost or stolen. We finally decided to look for a solution that could provide faster backups and greater security."

After looking at several different backup products, Rio Bank purchased a disk-based backup solution with data deduplication from ExaGrid. The ExaGrid system works in conjunction with the bank's existing backup application, Symantec Backup Exec.

"We looked at several different disk-based backup systems and did a lot of due diligence on four or five vendors including EMC Data Domain. We were very impressed by ExaGrid's references. It's a solid product that is in use at hundreds of companies.

That really resonated with us," said Hinojosa. "It was also very cost-effective and we liked its tight integration with Backup Exec. We wanted to stick with Backup Exec because it's tried and true and we really didn't have time to start working with a new backup application."

Two-site ExaGrid System Automatically Replicates Data For Disaster Recovery, Data Deduplication Maximizes Amount of Data Stored

Rio Bank installed a two-site ExaGrid system and placed one unit in its main datacenter and a second in its disaster recovery site. The bank uses the ExaGrid to back up customer information from datacenter servers, as well as Microsoft Exchange and SQL data. Information is replicated each night from the primary system to the second system.

"With the ExaGrid, we've significantly reduced our reliance on tape and we've improved our ability to recover from a disaster because everything is automatically replicated to the offsite system, where it remains safe and sound. I don't worry about lost or stolen data anymore," said Hinojosa. "Also, ExaGrid's data deduplication technology does a wonderful job at reducing our data so that we can maximize the amount of data we retain."

The ExaGrid system 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 deduplication is performed post-process after the data is stored to reduce data. When a second site is used, the cost savings are even greater because ExaGrid's zone-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

Easy Management and Administration, Experienced Customer Support

Hinojosa said that the ExaGrid system is easy to administer and maintain, and she especially appreciates the system's automated reporting features.

"Backing up our data to tape was such a manual process and moving tapes around was a huge pain because we had to remember to cycle tapes in and out. To be honest, sometimes our staff would forget and we'd overwrite the tapes," she said. "I like the fact that the ExaGrid really doesn't require user intervention. Everything is automated so I don't have to worry about whether our backups were completed correctly or not. I get daily emails letting me know that everything was backed up successfully and I don't have to worry about tapes anymore," she said.

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 dedicated to individual accounts. The system is fully supported and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

"We have a dedicated support engineer assigned to our account and he is absolutely terrific. He is familiar with our environment and is extremely knowledgeable about backup processes, applications and ExaGrid system itself," said Hinojosa. "If we have an issue, he's tenacious and won't get off the phone until everything is resolved."

Smooth Scalability to Accommodate Future Backup Demands

The ExaGrid system can easily be expanded to accommodate more data. ExaGrid's GRID computing software makes the

system highly scalable, and when plugged into a switch, different sized configurations can be mixed and matched into a single GRID system with capacities of up to a 130TB full backup plus retention. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

"We sized our ExaGrid system to ensure that we had room to grow, but its scalability will be a huge advantage if we end up having to expand the system at some point in the future," said Hinojosa. "The ExaGrid is a very flexible system. It enabled us to reduce our reliance on tape, streamline our backup processes, shorten our backup times and improve the safety and security of our data."

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.

Intelligent Data Protection

ExaGrid is a cost-effective, scalable disk-based backup solution that replaces tape in your nightly backup process, enabling faster and more reliable backups at a price comparable to a new tape library. ExaGrid offers the only disk backup appliance with data deduplication purpose – built for backup that leverages a unique architecture optimized for performance, scalability and price.

The ExaGrid system is a plug-and-play disk backup appliance that works with existing backup applications. ExaGrid's patented zone-level deduplication technology minimizes the amount of data to be stored by storing only the unique bytes across backups instead of storing the redundant data. This unique approach reduces the amount of disk space needed by a range of 10:1 to as high as 50:1 or more, delivering unparalleled performance in a cost-effective solution.

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.