

Rite-Hite Chooses ExaGrid over Data Domain for Better Backup Performance

CUSTOMER SUCCESS STORY



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Sean Kane
Sr Technical Services Analyst
Rite-Hite

Key Benefits:

- Rite-Hite has increased retention from 14 to 45 days
- Backups are simplified, manageable, and reliable
- Restores that used to take a day or more are now done in minutes

Customer Overview

Headquartered in Milwaukee, Wisconsin, Rite-Hite is a global leader in the manufacture and sale of loading dock equipment, industrial doors, safety barriers, and high-volume, low-speed industrial fans – all designed to improve safety, productivity, and energy consumption. The company employs 1,400 people worldwide and maintains more than 30 representative organizations in 100 locations throughout North America, Asia, Europe, and South America.

Disparate Backup Infrastructure, Need for Data Reduction Led to ExaGrid

Rite-Hite had been backing up data from its 30-plus locations to disk and then offloading it to tape, but without data deduplication technology, backups were taxing the company's SAN and taking up increasing amounts of storage. Daily backups were also time consuming and complex because the company was using several different backup applications, and its IT staff continuously fought with reporting issues, failed backup jobs, and long, difficult restores from tape.

"Our backups were really all over the place and we needed a more centralized solution that could consistently and reliably back up all our data," said Sean Kane, senior technical services analyst at Rite-Hite. "We had reached the point where we could only keep two weeks of retention on disk before the data needed to be archived to tape. When our SAN reached end-of-life, we decided enough was enough and began looking for a new solution."

After initially looking at solutions including EMC Data Domain and EMC Avamar, Rite-Hite decided to install a two-site ExaGrid system.

"The ExaGrid system was more cost effective than other solutions, and once we began digging into the nuts and bolts of the different products, we realized that ExaGrid's post-process data deduplication technology was more efficient and had better backup performance than the others," said Kane.

Two-Site ExaGrid System Cross Replicates Data Automatically for Disaster Recovery

Rite-Hite installed one ExaGrid system in its Milwaukee datacenter and a second in its Dubuque, Iowa location. Data is cross-replicated automatically between the two sites in case it is needed for disaster recovery. The company uses CommVault Simpana as its backup application.

"Since installing the ExaGrid system, we're able to back up 100 percent of our servers in all our locations and get the data offsite quickly for disaster recovery," said Kane. "For me, the biggest change is that I now have peace of mind that our backup jobs are completing successfully each and every night. It's a gigantic relief."

Effective Data Deduplication Improves Retention

Kane said that Rite-Hite now keeps over 45 days of retention on the ExaGrid system, thanks to its post-process data deduplication technology.

"The ExaGrid system does a fantastic job at reducing our data so that we can maximize retention," he said.

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

EXAGRID[™]

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 the changes from backup to backup, requiring minimal WAN bandwidth.

Ease of Use, Fast Restores Reduce IT Workload

"The ExaGrid system is so easy to use that I've been able to teach some of our level 1 and 2 technicians how to do restores. It's taken a bit of the workload off my shoulders," said Kane. "I also spend far less time managing backups than I used to. I just check the ExaGrid system each day to make sure our jobs ran successfully and that's it."

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.

"The support we receive from ExaGrid is simply the best I've experienced in the industry. We have our own assigned support engineer who knows us and who is familiar with our environment. He's experienced and responsive, and he's able to quickly take care of any issue that comes up," said Kane.

Scalability to Grow as Backup Needs Increase

ExaGrid's GRID architecture will enable Rite-Hite to expand the system to gain capacity and performance as the company's data grows.

ExaGrid uses a GRID-based configuration, so when the system needs to expand, additional appliance nodes are attached to the GRID, bringing with them not only additional disk but also processing power, memory, and bandwidth. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows. In addition, as new ExaGrid appliance nodes are added to the GRID, the ExaGrid automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

"The ExaGrid system has helped to really simplify our backup processes, but it's made the most impact in our restores. Before

using ExaGrid, we'd attempt to restore a file and it would often fail, so I'd have to spend lots of time troubleshooting the job. All in all, it could take a day or more. Now, I can restore a file in minutes," said Kane. "We've been highly satisfied with the ExaGrid system. I'm spending a lot less time on backups these days, and I'm confident that our backup jobs are being completed correctly each and every night."

ExaGrid and CommVault Simpana

CommVault Simpana Backup and Recovery software contains extensive capabilities to simplify the management of backup media resources. Simpana 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 Simpana software apart.

Organizations using CommVault Simpana can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Simpana, providing faster and more reliable backups and restores. In a network running Simpana, 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 disk drives with zone-level data deduplication, delivering a disk-based solution that is far more cost effective than simply backing up to straight disk. ExaGrid's zone-level data deduplication 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 backing up to straight disk. 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 or call us at 1-800-868-6985.