Netherlands Hospital Heals Backup Pains With Disk-based Backup With Deduplication Solution

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>
> **Hugo den Uyl**
> **Senior System Engineer**
> **Sint Franciscus Gasthuis**

Customer Overview

Sint Franciscus Gasthuis is a state of the art, top clinical hospital in Rotterdam, The Netherlands. Currently the hospital has over 40 different departments, including a department for plastic surgery, pediatrics and dialysis. The hospital is also developing research and medical practices to help the morbidly obese. The hospital's IT department is comprised of 20 staff members who manage the hospital's network services, development and IT support.

Long Backup Windows, Tape Headaches Lead to Faster, More Reliable Solution

Sint Franciscus Gasthuis operates a central datacenter at its hospital in Rotterdam where routine backups are made. The hospital backs up typical company-related data files including SQL databases, MS Office documents, PDFs, as well as highly sensitive patient records. Using EMC NetWorker™ to back up to tape, backup windows grew increasingly longer.

Managing tapes also became increasingly frustrating. According to Senior System Engineer Hugo den Uyl, his IT team spent hours every week administrating the hospital's tape libraries – exporting tapes, documenting tape logs, re-importing tapes and delivering them to other locations, and more.

The IT department at Sint Franciscus Gasthuis had a difficult time meeting its backup, retention and restore goals with tape. Restoring data from tape was time consuming and the hospital often missed its retention periods.

"We couldn't continue to run our backups in the manner we were back then," said den Uyl. "Our backup windows were too long and the backups themselves were very unreliable."

After some extensive research into different tape options and disk-based solutions, the IT group at Sint Franciscus Gasthuis selected ExaGrid's disk backup with deduplication to manage its backups and restores and phase out the hospital's reliance on tape. The ExaGrid system works along with the company's existing backup application, EMC NetWorker.

"For us, cost was a key factor in selecting ExaGrid. We wanted a system that was cost effective but also gave us the backup and restore performance and retention we required – the ExaGrid does just that," said den Uyl.

ExaGrid's Data Deduplication Maximizes Retention, Speeds Restores

According to den Uyl, ExaGrid's data deduplication technology is also very effective at reducing the hospital's data – allowing for maximum data storage capacity. ExaGrid combines last backup compression along with 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.

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

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because ExaGrid's byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

"We're experiencing data deduplication rates of over 13:1 which allows us to store additional data that we otherwise wouldn't be able to," said den Uyl. "The deduplication technology runs automatically and in the background so we don't have to manage anything or even know that it's happening. Restoring data from the ExaGrid system is so easy and painless and has become a huge time saver for us."

Backup Times Cut in Half, Fast Tape Copy Performance

The ExaGrid system provides fast backup performance and since installing the system, Sint Franciscus Gasthuis has been able to cut its backup time in half.

"The ExaGrid system has greatly reduced the time it took us to back up our data," said den Uyl.

Scalability to Grow as Company Grows, Top-Notch Customer Support

The ExaGrid system can easily be scaled to meet increased demand. 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 60TB 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.

ExaGrid's trained, in-house engineers provide dedicated support to individual accounts.

"I can't say enough great things about ExaGrid's customer support team," said den Uyl. "I don't have many technical issues with our system but when I do, the ExaGrid support team is very responsive to our requests. Not only are they very knowledgeable, but they're very easy to work with."

ExaGrid and EMC NetWorker

The EMC NetWorker family provides fast and flexible backup and recovery, with an intuitive user interface and policy-based backup engine that helps automate and simplify the entire backup and recovery process. NetWorker's powerful snapshot management provides instant data protection and rapid recovery by giving you complete control of third-party snapshot tools.

Organizations using NetWorker can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as NetWorker, providing faster and more reliable backups and restores. In a network running NetWorker, 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 space needed by 10 to 50:1, or more, resulting in a solution that is 25 to 30% the cost of standard SATA drives.

ExaGrid is easy to install and use and works seamlessly with popular backup applications, so organizations can retain their investment in existing applications.

ExaGrid can be used at a primary site and at a second site to supplement or eliminate offsite tapes with a live data repository or for disaster recovery. When a second site is used, the cost savings are even greater because ExaGrid's byte-level data de-duplication technology moves only changes, requiring minimal WAN bandwidth.

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**.