

# With Tape Backup on Life Support, Sitrin Health Care Turns to ExaGrid to Improve Backup Operations

CUSTOMER SUCCESS STORY



The Help. The Hope. The Healing.

"We looked at a lot of different solutions but in the end, ExaGrid offered the most cost-effective and scalable solution. And the fact that we didn't have to change much of our existing backup infrastructure investment was a slam dunk."

Robert Williams  
Information Systems Associate  
Sitrin Health Care

## Customer Overview

Sitrin Health Care was founded in 1951 as a six-bed residence for the elderly. Since that time, Sitrin has expanded its campus to include 133 long-term care beds and a 40-bed post-acute medical rehabilitation unit. Located in New Hartford, NY, a small community in the foothills of the Adirondack Mountains, Sitrin provides a range of healthcare services, including: long-term care, respite care, post-acute care, inpatient comprehensive medical rehabilitation and outpatient medical rehabilitation, and much more.

## New Disk-based Backup With Deduplication Solution Cures Long Backup Windows and Tape Headaches

Sitrin Health Care operates a central datacenter at its main office in New Hartford, New York but manages several other offsite locations around the Sitrin campus. Sitrin's manages and backs up each of its departments' data as well as database files from several other servers that work with various applications the organization runs. Sitrin leveraged its backup application Symantec Backup Exec to back up to tape nightly. However, backups were taking up eight to 10 hours each and causing headaches for the staff and not to mention, regular backup failures.

"Being a healthcare facility, we are a 24-hour shop. People are always here and rely on having their data backed up and secure and all systems running properly," said Sitrin's Information Systems Associate Robert Williams. "Our long backup windows were starting to cause some serious issues so we had to address them and find a better solution before it got out of hand."

According to Williams, the labor-intensive process of managing numerous tapes and tape libraries became increasingly frustrating. Williams and each of his IT colleagues would spend five to six hours a week administrating and managing the organization's backup tapes including documenting, exporting and delivering tapes to remote sites.

## Existing Backup Application Along With ExaGrid Results in Faster, More Reliable Backups

Rather than continue to deal with the challenges of an outdated and unreliable tape backup system, Sitrin's IT department decided to research, evaluate and select a better, long-term solution and eventually chose ExaGrid's disk-based backup with data deduplication system. After thoroughly researching various tape and disk solutions, Sitrin selected ExaGrid's disk-based backup with deduplication solution over several competing solutions. The ExaGrid system works seamlessly with Sitrin's existing backup application, Symantec Backup Exec.

"We looked at a lot of different solutions but in the end, ExaGrid offered the most cost-effective and scalable solution," said Williams. "And the fact that we didn't have to change much of our existing backup infrastructure investment was a slam dunk."

ExaGrid combines fast 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.



Since implementing ExaGrid's disk-based backup with deduplication system, Sitrin has seen dramatic results. Sitrin's disk space has been reduced by 40:1 to 50:1 and the organization's backup window has been significantly cut from about 10 hours to now only about one or two. Also, Sitrin's IT department reports that they have cut down on their administration of backups by over 75% -- saving about four to five hours a week that used to be spent on manually processing and managing tapes to now focus on other IT projects.

"What a headache we had with all those tapes. We spent a lot of unnecessary time and resources physically managing them. With the ExaGrid system, we don't have to worry about it -- we forget it's even there sometimes because it works and we don't have to touch it," said Williams. Having the ExaGrid system in place has really allowed us to focus on other IT areas and not worry so much about our backups."

## Backup Solution Scales With Storage Growth

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.

## World-class Customer Support

ExaGrid's trained and dedicated team of engineers and account managers provide top-notch support to each individual account.

"ExaGrid's technical support team has been very responsive, very attentive. They want to get it right, and will do what is needed to make it work and make it right," said Williams. "I have nothing but good things to say about my experience with technical support."

**ExaGrid and Symantec Backup Exec: a Powerful Combination**  
Using ExaGrid along with Symantec Backup Exec provides cost-effective disk-to-disk-to-tape backup and recovery -- including continuous data protection for a wide variety of data types from databases, Microsoft Exchange, SQL, file servers, and workstations. In addition, Backup Exec's cutting-edge granular recovery technology (GRT) enables you to recover critical data, individual email, documents, files and objects, in a matter of seconds.

Organizations using Symantec Backup Exec can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Symantec Backup Exec, providing faster and more reliable backups and restores. In a network running Symantec Backup Exec, 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 deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid's byte-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 standard SATA drives.

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](http://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](http://www.exagrid.com).