

# SpaFinder Relaxes with Faster, More Reliable Restores from ExaGrid

CUSTOMER SUCCESS STORY



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**Vincent Monaco**  
Manager of Systems and  
Networking  
SpaFinder

## Customer Overview

As the world's largest spa and wellness media and marketing company, SpaFinder connects millions of consumers seeking a healthier, happier lifestyle with wellness providers around the globe. The company is also the largest seller of spa, wellness and beauty gift cards and vouchers, bringing clients to a global network of thousands of spas, fitness studios and wellness practitioners. The company's innovative Worklife Wellness program links wellness and business with information, education, experiences and products, along with its Wellness Currency incentives to inspire employees to take charge of their own wellness. SpaFinder is located in New York, NY.

## Search for a New Backup Solution Led to ExaGrid

The IT staff at SpaFinder decided to look for a new, more reliable backup method after an attempt to restore data from tape turned into a harrowing experience.

"We were trying to upgrade our backup system, and discovered that 20 to 30 percent of the files were corrupt," said Vincent Monaco, manager of systems and networking at SpaFinder. "That was a real wakeup call. For us, the ability to quickly recover from a disaster is an absolute requirement. We decided right then to look for a new backup solution that could improve disaster recovery and retention, and deliver faster, more reliable backups."

After looking at several solutions, SpaFinder chose an ExaGrid disk-based backup solution with data deduplication. The ExaGrid system works along with the company's existing backup application, Symantec Backup Exec.

"When we looked around at various backup approaches, we found that there were lots of products on the market that can do a good job at basic backup, but crucial for us was the reliability and speed of restores," said Monaco. "That's where the ExaGrid system really hit the ball out of the park. Most of the other solutions we looked at were simply focused on the backup portion of the equation. The ExaGrid system backs

up the data to a landing zone, so we can restore data rapidly if and when we need to."

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

"We back up and store a large amount of data, and ExaGrid's data deduplication technology does a great job at compressing it so that we can get the most out of our disk space," said Monaco. "With the ExaGrid, we're able to keep five weeks of retention."

## Fast, Painless Installation, Superior Customer Support

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.

**EXAGRID™**

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

“Installing the ExaGrid system was virtually a non-event. I mounted the system and then worked remotely with our ExaGrid support engineer to configure it. Then I set up the shares, and it was up and running. The whole process took less than an hour, and the system has been performing well since the initial installation,” said Monaco. “ExaGrid’s customer support has been great, too. When I need him, our support engineer is right there ready to answer any question I have via email or phone. He’s very responsive.”

## Scalable Architecture to Accommodate Future Growth, Improve Disaster Recovery

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.

“Scalability is an important factor for us. We currently have one system but looking forward, we like the fact that we can easily stack appliances to increase capacity and performance at any point in time,” said Monaco. “We can also choose to install additional systems in other locations to improve disaster recovery. It’s very flexible.”

Monaco said that installing the system has given him peace of mind.

“For me, the ability to restore data is absolutely critical. Just knowing that our backups are completed properly each and every night with the best solution on the market is huge. The ExaGrid is a solid system and I don’t have to worry about our ability to recover data anymore,” he said.

## 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).

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## 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.

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 zone-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. 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 standard SATA drives.

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](http://www.exagrid.com) or call us at 1-800-868-6985.**

