The Coastal Bank Credits Receipt of Highest Possible FDIC Regulatory Rating of "1" in Part to Disk-Based Backup System

THE COASTAL BANK

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>
> **Stuart C. Lathrop**
> **Assistant Vice President**
> **The Coastal Bank**

Customer Overview

Headquartered on Johnson Square in the heart of Savannah, Georgia, The Coastal Bank has proudly served coastal Georgia for 56 years. This successful community bank, which is locally owned and operated, provides a full range of financial services and specializes in first-class small business banking, consumer banking, mortgage solutions and lending services. The Coastal Bank has six branches conveniently located throughout the greater Savannah area, Rincon and Hinesville as well as an operations center in Pooler, Georgia. This leading financial institution has earned the distinction of being one of the most stable, secure and respected community banks in the region.

Growing Data Volumes and a Variety of Backup Methodologies and Systems Cause Evaluation of Alternatives

The Coastal Bank had been using numerous methodologies to back up its various financial systems, transactional systems, imaging systems, mortgage origination documents and more. The bank used Symantec Backup Exec to back up to tape and to virtual NAS devices as well as a lot of related manual processes.

The bank was backing up to multiple sets of tapes which were housed at their operations center as well as two different branch locations in the event of a major catastrophic event. The level of attention it required to keep the various locations synchronized was becoming unwieldy and an inefficient use of valuable IT resources. "We knew we needed to get current in backup technology," said Stuart Lathrop, assistant vice president for The Coastal Bank. "Fortunately, we weren't being driven by any sort of catastrophic event, but we wanted to be proactive in addressing what we knew to be an outdated and inefficient approach to backup."

In looking at possible solutions, the bank's due diligence process included evaluation of a number of alternatives. Key to their evaluation was automation of the human element in the existing processes and deployment of a less labor-intensive process with as little disruption to business as possible. In addition, it was important to the bank to not go through extensive re-learning and re-training, so the bank sought a solution that met their business needs and also worked seamlessly with Symantec Backup Exec. Equally important was maximizing data protection and storage in as efficient and effective a way as possible.

The bank's IT staff was impressed with their evaluation of ExaGrid and how it stacked up against the competition. "We found the ExaGrid solution to be the most comprehensive," said Lathrop. "It had the lowest amount of intervention necessary. We wanted the process to occur in an automated fashion so that we had full, consistent coverage every day without fail."

Backup Window Reduced by 25%, Critical Restores Done in Minutes

Since moving its backups to the ExaGrid, the IT team at The Coastal Bank has seen a 25% reduction in backup time. More importantly is the reliability and speed with which critical restores can be accomplished.

"One of the things I really like about the ExaGrid approach is that the main restore point that I have is always the most current, and if I need to go backwards in time and look for an older version of an element, I can

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do that through the ExaGrid shares," comments Lathrop. "One of the niceties of the system is the interface; it's very easy to get quick answers."

According to Lathrop, a recent critical file restore was done in just five minutes with ExaGrid. Using the bank's old system, it would have taken an hour or more if the necessary media was local and much longer if it was at an offsite storage location.

Lean IT Resources Maximized

A big advantage to the bank is not having to do media swaps. Because it's using the same backup application – Symantec Backup Exec – from an interaction point of view, it's the same process the bank was already familiar with, so there was no learning curve.

"We don't have to care for the backup; it cares for itself," said Lathrop.

He estimates saving an hour to an hour and a half per day in managing and administering the ExaGrid system over their prior tape library, which over the course of a week adds up to almost a full day out of each week that Lathrop can spend elsewhere.

FDIC Gives Coastal Bank Highest Possible Rating of "1" Of significant importance to any bank is its FDIC rating. The FDIC has a 1-to-5 rating system, with one being the best and five being the worst. Subsequent to The Coastal Bank's implementation of the ExaGrid system, the bank's IT operations received the highest possible rating and the highest in the bank's history – a rating of "1." Comments Lathrop, "It's one of the kudos that I attribute in part to our implementation of ExaGrid."

Fast Post-Process Deduplication Provides Bank with a Ratio of 65:1

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. In the case of The Coastal Bank, the bank has a current deduplication ratio of 65:1.

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. When a second site is used, the cost savings are even greater because ExaGrid's byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

Dealing with Customer Support "Breathtakingly Easy"

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.

"Working with ExaGrid has been breathtakingly easy," said Lathrop. "ExaGrid's engineers know the product inside and out. That, in this business, is unusual."

Intelligent Data Protection

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.

ExaGrid and Backup Exec

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.

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**.