Town of Goffstown New Hampshire Improves Backups and Restores with Disk Backup With Deduplication

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> **Neil Funcke**
> **IT Director**
> **Town of Goffstown**

Customer Overview

The Town of Goffstown is compromised of about 18,000 residents and is located in Hillsborough County in the southern section of the State of New Hampshire.

Tape Backups Too Long and Unreliable

Town of Goffstown was backing up highly sensitive local government data using tape and its backup application, Symantec Backup Exec™. However, backup windows grew increasingly longer and tape failures became more common.

Managing tapes also became increasingly frustrating. According to IT Director Neil Funcke, his IT team spent too many hours administrating the town's tape libraries – exporting tapes, documenting tape logs, re-importing tapes and delivering them to offsite locations.

The IT department had a difficult time meeting its backup and restore goals with tape. Full backups were taking eight to 10 hours to complete and restoring files from tape was also time consuming.

"Using tape to back up our data was a major headache," said Funcke. "Our backup windows were very long and started infringing on our users' ability to access the network, but the backups could be unreliable at times as well. We sometimes had incomplete backups or broken tapes that made it extremely difficult to do a restore."

After evaluating several disk-based solutions, the IT group at Town of Goffstown selected ExaGrid's disk backup with deduplication to work alongside Symantec Backup Exec to manage its backups and restores and phase out the organization's reliance on tape.

Funcke said the ExaGrid appliance provided the best overall features and performance but at a reasonable cost.

"Not only was ExaGrid the most cost-effective solution out there, but we felt it was the best technology – giving us everything we were looking for in a backup appliance and at a much lower cost than the other systems we considered," said Funcke.

ExaGrid's Data Deduplication Maximizes Storage Capacity, Speeds Restores

According to Funcke, ExaGrid's data deduplication technology is also very effective at reducing the Town's data – allowing for maximum data storage capacity.

The ExaGrid solution 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 byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

EXAGRID™

"We're experiencing data deduplication rates of about 7:1 which enables us to store even more data without the cost of purchasing more tapes," said Funcke.

In addition, ExaGrid's technology has made restores faster and more reliable than ever. Funcke said that in the past, a simple restore could take up to several hours but can now be completed within a minute or two.

"Restores are so fast and easy right now. We don't have to go through the trouble of finding a tape, loading it and crossing our fingers that the files are there. With the ExaGrid, restores are available right at our fingertips and completed within minutes," said Funcke.

Backup Times Slashed

The ExaGrid system provides fast backup performance and since installing the system, Town of Goffstown has been able to dramatically cut its backup times from 8-10 hours down to just 30 minutes to an hour.

"Backups are no longer an issue with ExaGrid. They run as scheduled so I don't have to babysit them." said Funcke.

Scalability to Grow as Organization's Data Requirements Increase, Best-in-Class 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 100TB 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.

"Our interactions with the ExaGrid support team have been fantastic," said Funcke. "Rarely do we need to call on them but when we do they are always there and knowledgeable of our environment. If we have any problems, they are quick to provide a solution."

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 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 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 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 deduplication 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**.