

# Toyota de Puerto Rico Reduces Backup Window by 82% - from 44 to 8 Hours

CUSTOMER SUCCESS STORY



"Mondays are very beautiful here now!"

Jose Sola  
IT Manager  
Toyota de Puerto Rico Corp

## Key Benefits:

- Weekend full backup completion rate increased to almost 100% with the ExaGrid
- Full backup times reduced from 44 hours to under 8
- Restore times reduced from days using tape to just minutes from the ExaGrid
- Price/performance of the ExaGrid system 'a better alternative' than other solutions
- Works seamlessly with Symantec Backup Exec

## Customer Overview

Based in Rio Piedras, Puerto Rico, Toyota de Puerto Rico Corp (TdPR), a subsidiary of Toyota Motor Sales in the US, is in charge of the distribution of vehicles and parts to all the Toyota, Lexus and Scion dealerships in Puerto Rico and the US Virgin Islands. The office also provides marketing, sales, technical support, parts, and educational services to the member dealers. TdPR has a second location in Toa Baja, Puerto Rico, where the Parts Distribution and Vehicle Distribution centers are located.

## Full Backups Pushed 44 Hours, Restores from Tape Took Days

TdPR relies on different systems and technologies to manage its business data and the data associated with automobile and parts distribution across the island and in the USVI market. The company was heavily investing in modernizing its server infrastructure and migrating to virtualization. Their data retention requirements during the last few years have been increasing exponentially; new business projects and processes like CRM and business intelligence were affecting the data backup requirements and the associated backup window.

"We were doing incremental tape backups during regular weeknights but required a full tape backup of all the servers during the weekends," said Jose Sola, information technology manager for TdPR. "Over the course of a weekend, a full data backup began on Friday at 8:30 pm and typically ran until 3:30 am on Monday. We frequently arrived on a Monday morning to discover that the backup was still running or the tape unit was asking to load another blank tape."

According to Sola, the restore situation was "the worst. We usually had to schedule deliveries of tapes from our external backup storage facilities vendor, which took almost two days. Add to that the slow restore performance of the LTO tape unit, and our

response time was severely impacted. It was time consuming and frustrating both for us as well as for the business units."

## TdPR Modernizes, Needs Backup Scalability

TdPR IT was focused on modernization by migrating more than 15 physical servers to a new virtualization platform and implementing a new Storage Area Network. They also wanted to upgrade their backup platform to the newer Symantec Backup Exec 2012 version and continue to leverage the knowledge they already had of Symantec; they didn't want to have to switch backup applications. However, their tape system was not capable of providing either additional speed or deduplication capabilities without going to another backup platform.

"Our tape system wasn't scalable, and the new data storage requirements tripled when compared to the old capacities," said Sola. "After evaluating several backup and deduplication systems, we chose ExaGrid's disk-based backup system to work in conjunction with Symantec Backup Exec." Sola says that price was an initial concern, but when he analyzed the price/performance and scalability, and compared that to other disk-based solutions, he found ExaGrid to be a better alternative than the other solutions on the market.



TdPR was impressed with the results. According to Sola, “We were impressed with the ease of installation, setup, performance, and the way it manages deduplication. Integration with Backup Exec was a breeze. The speed on weekend backups was reduced to eight hours, and the differential backups during the week were reduced to four hours. We’re seeing a deduplication ratio of almost 7:1, and we have enough storage available for future needs.”

## Users ‘Amazed’ at Speed of Restores

In addition, TdPR’s restore times have been reduced from days when backing up to tape to just minutes using the ExaGrid system. “We had a user recently request a restore for a corrupt Excel file. It took us just 15 minutes to restore the file, and the user was amazed at how fast we were able to respond to his request,” said Sola.

## Reliable Performance

Sola said that when he was backing up to tape, he had a 74% successful completion rate on his full backups when he arrived at work on a Monday morning. He’s increased that to almost 100% with the ExaGrid system. “Mondays are very beautiful here now,” he said.

## ExaGrid and Symantec Backup Exec

Symantec Backup Exec is the gold standard in Windows data recovery, providing 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. It also supports single-drive libraries, encryption, and disaster recovery. High-performance agents and options provide fast, flexible, granular protection

and recovery, 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 disk drives with zone-level data deduplication, delivering a disk-based solution that is far more cost effective than simply backing up to straight disk. 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 backing up to straight disk. 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.**