

# University of Hawaii Federal Credit Union Improves Backup and Restore Times, Disaster Recovery Preparation with ExaGrid

CUSTOMER SUCCESS STORY



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**Travis Bow**  
Vice President of  
Member Support  
University of Hawaii  
Federal Credit Union

## Customer Overview

University of Hawaii Federal Credit Union (UHFCU) is one of the State of Hawaii's leading financial cooperatives with over \$450 million in assets and over 22,000 members. UHFCU was founded in 1955 by a group of faculty members at the University of Hawaii at Manoa. The credit union is a not-for-profit financial cooperative owned and operated by its members and offers a wide range of financial products and services primarily for the University of Hawaii community.

## Long Backups, Cumbersome Tape

UHFCU's IT department had been backing up the credit union's data to tape each night but struggled with long backup times and the daily grind of dealing with cumbersome tape.

"Our nightly backups were beginning to run into the workday and often didn't end until 9:00 a.m.," said Travis Bow, vice president of member support at the UHFCU. "We decided to look for a new solution to give us faster backups and reduce our reliance on tape. We compared at all the leading vendors, including Data Domain and Avamar, but after looking at the ExaGrid system, we were sold. We were immediately impressed with ExaGrid's byte-level data deduplication and its price/performance."

## Post-Process Data Deduplication Delivers Fast Backups, Dedupe Ratios of up to 39:1

Since installing the ExaGrid system, Bow reports that the credit union's data deduplication ratios range from 20:1 to 39:1, depending upon the type of data stored.

"ExaGrid's byte-level data deduplication is very granular, and it does a fantastic job at reducing our data. We've been very pleased with our dedupe ratios," said Bow. "Also, the fact that the system performs the data deduplication after it hits the landing zone instead of while it's processing makes for incredibly fast performance. Our backup times have been cut down tremendously, and we now complete everything by 1:00 a.m."

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

## Tight Integration with Symantec Backup Exec, Easy Installation and Management

The credit union purchased a two-site ExaGrid disk-based backup system and installed one unit at its primary datacenter and a second on the mainland for disaster recovery. Data is automatically replicated between the two systems each night. The ExaGrid system works alongside its existing backup application, Symantec Backup Exec.

"The fact that the ExaGrid system works with Backup Exec was key. It reduced the learning curve and enabled us to maintain our investment in Backup Exec," said Bow. "Installing the ExaGrid system was simple and painless. It took just a few hours to set it up and verify that it was running correctly. It works seamlessly with Backup Exec, so all we had to do was point our backups to it, and

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we were off and running. ExaGrid's customer support team has also been very helpful. They're responsive and knowledgeable."

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

## Time Savings on Restores, Management and Administration

Bow noted that the credit union's IT team now spends less time managing and administering backups and restores with the ExaGrid system.

"We perform tests each month to be sure that we can restore our data, and I can tell you that it's far easier to restore from the ExaGrid than from tape. It saves us hours per month. Also, we no longer have to manage tapes, which is a huge time saver. Everything is online if we need it," said Bow.

As the credit union's data grows, the ExaGrid system can be easily expanded to accommodate increased backup demands. 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 appliances is automatic.

"Installing the ExaGrid system has given us peace of mind. It has not only made our backups and restores faster and more efficient, but we were able to really step up our disaster recovery efforts by installing a second site for data replication. Business continuity planning is a big part of what we do, and we need to ensure that we are capable of restoring our data in the fastest way possible. The ExaGrid enables us to do just that."

## 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).

## 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.

## 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. 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 is the leader in cost-effective disk-based backup solutions. A highly scalable system that works with existing backup applications, the ExaGrid system is ideal for companies looking to quickly eliminate the hassles of tape backup while reducing their existing backup windows. ExaGrid's innovative approach minimizes the amount of data to be stored by providing standard data compression for the most recent backups along with byte-level data deduplication technology for all previous backups. Customers can deploy ExaGrid at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories or 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.**