Augusta Health Prefers ExaGrid Over the Competition

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**Derek Davis,
Systems Engineer**

Key Benefits:

- Move from tape saves money and valuable staff time
- Scalability matches data growth
- Restores now done in 'no time'
- Better support experience with ExaGrid compared to other Augusta Health vendors
- 'Seamless' scalability through system expansion on two occasons

Customer Overview

Located in Shenandoah Valley, Virginia, Augusta Health is among the finest community hospitals in the U.S., where patients receive an exceptional level of care. Augusta Health opened in 1994 to continue a tradition of personalized care with small-town hospitality, featuring highly-trained physicians and staff who use state-of-the-art technology to provide superlative care with warmth and compassion.

Invaluable Savings of Time and Money

Augusta Health had been sending backup data to a tape library, which was eating up valuable staff time. Derek Davis, Systems Engineer at Augusta Health, described some of the issues with that process, "Backup windows were large, and we used a lot of tapes. I was ordering tapes on a pretty regular basis. We wanted to get away from that and move to a backup-to-disk solution. We wanted to shorten our backup windows with a solution that was more reliable and required less maintenance." Augusta Health runs daily incrementals and weekly fulls. After looking over its options, Augusta Health chose ExaGrid for its price, scalability, and deduplication.

ExaGrid uses a GRID-based configuration, where each appliance contains not just disk but also processing power, memory, and bandwidth. When the system needs to expand, additional appliances are simply attached to the GRID. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows, with customers paying for what they need when they need it. In addition, as new ExaGrid appliances are added to the GRID, the ExaGrid system automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

No More Trips to the 'Library'

According to Davis, the process of doing a restore used to be long and involved. "Before ExaGrid, if we had to do a restore, I would have to go offsite, grab the tape that was needed,

bring it back, put it in the library, come back to my desk, and then start the restore process. Now, all I have to do is go into NetWorker and, depending on the size, I can have it restored in no time!"

The ExaGrid system is easy to install and use and works seamlessly with all of the most frequently used backup applications, so an organization can seamlessly retain its investment in existing applications and processes. In addition, ExaGrid appliances can be used at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories for disaster recovery.

Unparalleled Customer Support

Davis was impressed with the support ExaGrid provided throughout the install process, and beyond. "Installation was basically seamless. I was actually rather surprised, comparing my experience with ExaGrid to my experiences with other vendors. Basically, all we had to do was rack the equipment, and my assigned ExaGrid customer support engineer took it from there. ExaGrid has the best support of any vendor that I deal with."

EXAGRID®

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 assigned to individual accounts. The system is fully supported, and was designed and manufactured for maximum uptime with redundant, hot-swappable components. ExaGrid's support staff are specialists in specific backup applications and are assigned based on expertise with each customer's backup application(s). "If something doesn't look right, I can send an email and get a response within 15 to 30 minutes, and often the issue is already being worked on. Customer service and support typically don't get the attention they deserve, but it's a big deal, especially when compared with other vendors who aren't nearly as good," Davis said.

Automated Email and Easy-to-Use GUI Keep Maintenance Simple

Davis uses the GUI to stay updated on backup status and results. "I open the web interface daily, just to get a quick overview. It's easy to read."

In addition to the checking the GUI, automated health check emails are sent from the customer's system to ExaGrid to proactively alert ExaGrid's customer support team about diminishing capacity, hardware diagnostics, and other issues.

'Seamless' Scalability

The ExaGrid system can easily scale to accommodate data growth. ExaGrid's GRID computing software makes the system highly scalable, and when plugged into a switch, appliances of any size or age can be mixed and matched in a single GRID system with capacities of up to a 1PB full backup plus retention and an ingest rate of up to 200TB per hour. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

Davis notes, "We've scaled our system twice, so far, and it was seamless. We worked with our customer support engineer and our sales rep, and they figured out what would work best for Augusta Health based on our backup flow."

Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines enterprise SATA/SAS 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 patented zone-level deduplication reduces the disk space needed by a range of 10:1 to 50:1 by storing only the unique bytes across backups instead of redundant data. Adaptive deduplication performs deduplication and replication in parallel with backups while providing full system resources to the backups for the fastest backups and, therefore, the shortest backup window. As data grows, only ExaGrid avoids expanding backup windows by adding full appliances in a GRID. ExaGrid's unique landing zone keeps a full copy of the most recent backup on disk, delivering the fastest restores, VM boots in seconds to minutes, "Instant DR," and fast tape copy. Over time, ExaGrid saves up to 50% in total system costs compared to competitive solutions by avoiding costly "forklift" upgrades.

ExaGrid and EMC NetWorker

EMC NetWorker provides a complete, flexible and integrated backup and recovery solution for Windows, NetWare, Linux and UNIX environments. For large datacenters or individual departments, EMC NetWorker protects and helps ensure the availability of all critical applications and data. It features the highest levels of hardware support for even the largest devices, innovative support for disk technologies, storage area network (SAN) and network attached storage (NAS) environments and reliable protection of enterprise class databases and messaging systems. Organizations using NetWorker can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as NetWorker, providing faster and more reliable backups and restores. In a network running NetWorker, 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.

About ExaGrid

ExaGrid provides backup storage with a unique landing zone and scale-out architecture. The landing zone provides for the fastest backups, restores and instant VM recoveries. The scale-out architecture includes full appliances in a scalable GRID and provides for a fixed-length backup window as data grows, eliminating expensive forklift upgrades. Learn more at **www.exagrid.com**.