

Canandaigua National Bank & Trust Eliminates Tape, Reduces Time Spent on Backups with ExaGrid

CUSTOMER SUCCESS STORY



"Our initial goal was to eliminate tape and the ExaGrid has enabled us to do just that. Rather than dealing with tape for hours each day, our operators now just handle user requests for file restores."

Mike Mandrino
Vice President & Chief
Technology Officer
Canandaigua National Bank &
Trust

Customer Overview

Incorporated in 1887, Canandaigua National Bank & Trust has enjoyed a rich heritage in the Finger Lakes region of Upstate New York. Canandaigua National Bank & Trust has 23 community banking offices located throughout Rochester and the Finger Lakes NY region and Financial Services Centers located in Bushnell's Basin and Geneva. Together they offer a full range of financial services for individuals, businesses, municipalities and not-for-profit organizations.

Desire to Eliminate Tape Led to ExaGrid

Canandaigua National Bank & Trust's IT department had moved many of the financial institution's backup jobs from tape to disk in an effort to streamline backup processes and simplify operations. The staff was so happy with the results that they began looking for ways to completely eliminate tape altogether. After doing some research, the bank decided to install a two-site ExaGrid disk-based backup system with data deduplication.

"We weren't big fans of tape because it was such a pain to handle the media and to restore information," said Mike Mandrino, vice president and chief technology officer at Canandaigua National Bank & Trust. "We were already backing up some of our data to disk so we knew that it would make sense for us. There were several things we liked about the ExaGrid system, including its built-in data deduplication technology and the option to replicate data offsite automatically for better disaster recovery."

The Canandaigua National Bank & Trust installed a two-site ExaGrid system to work in conjunction with its existing backup application, CommVault Simpana. The bank backs up the bulk of its data through Simpana and then to the ExaGrid, including Windows data and virtual server data. SQL server database dumps are sent directly to the ExaGrid.

"Since installing the ExaGrid system, we've been able to completely eliminate tape and we're saving a significant amount of time on tape management. Our operators used to have to copy data off to tape each day and they spent a lot of time on swapping out media and dealing with jammed tapes," said Mandrino. "Our operators don't really have to touch the backups anymore except for when they need to perform restores. I'd say they easily save two hours a day or more on backup duties."

Data Deduplication Maximizes Disk Space

Mandrino said that one of the main reasons the Canandaigua National Bank & Trust chose the ExaGrid system was its data deduplication technology.

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

EXAGRID™

"We're seeing data deduplication ratios as high as 10:1 or more, which goes a long way in helping us reduce the amount of data we keep on the system. Restores are also significantly faster than they were with tape," he said.

Fast Installation, Superior Customer Support

Setting up the ExaGrid system was easy, said Mandrino.

"It was fairly easy to get the system up and running. The documentation was very good and it enabled us to do the majority of the installation by ourselves. Once the system was set up, we called our ExaGrid customer support engineer and he was able to remote in and make sure that everything was working properly," he said.

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.

"We've had a phenomenal experience with ExaGrid's customer support organization. We had a couple of issues with the system when it was first installed and we were extremely pleased with the response we received," said Mandrino. "The response was a major part of the reason why we decided to move forward and purchase additional units for our main location. ExaGrid's support response has been terrific."

Scalability to Grow

The ExaGrid system can easily be expanded to accommodate more data to meet increased backup requirements. 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 130TB 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.

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.

"The ExaGrid system is really a 'set it and forget it' type of product. The data deduplication and replication features work very well," said Mandrino. "Our initial goal was to eliminate tape and the ExaGrid has enabled us to do just that. Our operators are now able to spend time on other tasks instead of managing backups. The ExaGrid saves us lots of staff time and has enabled us to eliminate tape and improve disaster recovery."

ExaGrid and CommVault Simpana

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 zone-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. 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 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.

For more information about ExaGrid, please visit us at www.exagrid.com or call us at 1-800-868-6985.