

Capital G Bank Ltd Replaces Tape Backup in Favor of ExaGrid Disk Backup Appliance

CUSTOMER SUCCESS STORY



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Trevon Fubler
Senior Network Analyst



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Key Benefits:

- Deduplication increases speed of data backup and replication, and maximizes disk space
- Data restored easily and quickly from ExaGrid's landing zone
- Easy-to-manage system saves IT staff time on administration
- ExaGrid works with both of the existing backup applications
- Two-site system provides disaster recovery

Customer Overview

Capital G Bank Limited is a privately held local financial institution in Bermuda with over \$1.4 billion in assets providing personalized and simple integrated wealth management services for personal, business and private banking clients. Capital G Bank Limited subsidiaries includes, First Bermuda Group Limited, Capital G Investments Limited and Capital G Trust Limited.

Need for Faster Backups and Restores, Better Disaster Recovery

The IT staff at Capital G had long been frustrated by slow and unreliable backups and restores. Using tape to protect and back up its data, which included highly confidential customer and financial information, the bank had difficulty managing the process at remote sites. At the bank's main headquarters, nightly backups often pushed and exceeded the backup window, and restoring data from existing tape libraries was slow and very time consuming.

"The organization decided to move to a disk appliance because we wanted to reduce our reliance on tape, meet our backup windows, and improve our ability to recover from a disaster. We needed a system that would enable us to replicate data from our remote locations to our main data center," said Capital G Senior Network Analyst, Trevon Fubler. "We considered different solutions but chose ExaGrid for its overall performance, scalability and price."

ExaGrid Provides Data Replication from Remote Sites, and Data Deduplication to Maximize Disk Space and Speed Transmissions

Capital G installed a two-site ExaGrid system including a primary ExaGrid appliance at its main headquarters and offsite for disaster recovery. The ExaGrid solution works in conjunction with Capital G's backup applications, Symantec NetBackup and Quest vRanger Pro.



"We have more peace of mind now since deploying the ExaGrid system in our primary and offsite locations. Not only have we secured our ability to recover from a disaster, but we also eliminated other issues that come with working with tape," said Fubler. "We don't have to constantly change tapes because everything is automated. Our process is more streamlined – making us more confident that our backups are completed every night."

Fubler also said that ExaGrid's data deduplication technology helps reduce the amount of data stored and maximize disk space. "ExaGrid's data dedupe helps us in a couple of ways. It maximizes the amount of disk space we have on the ExaGrid units, and it speeds the data transmissions between systems because only the changed data is backed up each night."

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

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cost savings and performance. ExaGrid delivers extremely fast backup performance because data is written directly to disk, and data deduplication is performed 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.

Fast Backups and Restores

Fubler said that since installing the ExaGrid appliance, the bank can complete its backups each night within its backup window. In addition, restores can be done within a matter of minutes or even seconds, depending on the file.

"The ExaGrid system has really given our team more bandwidth to focus on other IT initiatives and priorities. We no longer spend hours managing tape. The time it used to take us to pull tapes, catalog, label, and get them offsite, is gone," said Fubler.

Easy Setup, Industry-leading Customer Support

Fubler said the ExaGrid system was easy to install and configure to its infrastructure. "The management interface in ExaGrid is very user friendly which was an added bonus for me."

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.

"My experience with ExaGrid's technical support team has been great. I have a dedicated account manager who knows my system inside and out and is extremely helpful and proactive," said Fubler. "If we have any issues at all, I know I can count on support to resolve them quickly and completely."

Architecture Delivers Smooth Scalability

As Capital G's backup needs grow, the ExaGrid system can scale easily to meet increased demands. ExaGrid's computing software makes the system highly scalable, and when plugged into a switch, different sized configurations can be mixed and matched into a single system with capacities of up to a 2PB full

About ExaGrid

ExaGrid provides hyper-converged secondary storage (HCSS) for backup with a unique landing zone and scale-out architecture. The landing zone enables the fastest backups, restores, and instant VM recoveries. The scale-out architecture includes full appliances in a scalable system and ensures a fixed-length backup window as data grows, eliminating expensive and disruptive forklift upgrades. Learn more at www.exagrid.com.

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 and Symantec NetBackup

Symantec NetBackup delivers high performance data protection that scales to protect the largest UNIX, Windows, Linux and NetWare environments. With complete protection from remote office to center to vault, NetBackup offers a single console for all backup and recovery operations. Organizations using NetBackup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as NetBackup, providing faster and more reliable backups and restores. In a network running NetBackup, 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.

ExaGrid and Quest vRanger

IT administrators using Quest vRanger can schedule regular image-level backups of virtual or physical machines – while the machine is still running. Images can be stored locally in the SAN or sent as compressed files over a WAN to remote locations to support disaster recovery strategies.

Intelligent Data Protection

ExaGrid is a cost-effective, scalable disk-based backup solution that replaces tape in your nightly backup process, enabling faster and more reliable backups at a price comparable to a new tape library. ExaGrid offers the only disk backup appliance with data deduplication purpose-built for backup that leverages a unique architecture optimized for performance, scalability, and price.

The ExaGrid system is a plug-and-play disk backup appliance that works with existing backup applications. ExaGrid's patented zone-level deduplication technology minimizes the amount of data to be stored by storing only the unique bytes across backups instead of storing the redundant data. This unique approach reduces the amount of disk space needed by a range of 10:1 to as high as 50:1 or more, delivering unparalleled performance in a cost-effective solution.

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