

# City of Holly Hill, Florida Relies on ExaGrid System for Fastest, Pain-Free Backups

CUSTOMER SUCCESS STORY



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Scott Gutauckis  
IT Manager  
City of Holly Hill, FL

## Customer Overview

Founded in 1880, the City of Holly Hill is located in East Central Florida, along the scenic Halifax River, between the cities of Daytona Beach and Ormond Beach. Part of a greater metropolitan area of East Central Florida, the City of Holly Hill is near the confluence of two major interstate highways that provide quick, easy access to the third largest consumer region in the United States with a population of over 17 million.

## Growing Amounts of Data Caused Long Backup Times, Slow Network

As the IT manager for the City of Holly Hill, it's Scott Gutauckis' responsibility to ensure that data is backed up without fail each and every night. Gutauckis had been using tape to back up and protect a wide range of data from the City's departments, but the tape drive lacked the capacity to keep up with increasing volumes of data, and long backup times and network slowdowns had become the norm.

"Our data is constantly growing, but in particular, we've seen a tremendous uptick in data from applications used by our law enforcement departments because they're using new, more sophisticated technologies in their day-to-day work," said Gutauckis. "Our full backups were taking between 36 and 48 hours and as a result, some of our systems were slowing down. We can't afford network slowdowns, especially because we support emergency services. We needed a new backup solution that could improve backup speed and reliability and also reduce our reliance on tape."

## ExaGrid Delivers Strong Data Deduplication to Reduce Amount of Data Stored

After looking at various solutions on the market, the City of Holly Hill chose an ExaGrid disk backup solution with data deduplication. The ExaGrid system works with Symantec Backup Exec to back up and protect the City's data, including police,

fire, public works, and general business and accounting information.

"Data deduplication was the number one feature we were looking for in a new backup solution. General data growth is an issue for us, but one of our other issues is that our users often have multiple copies of the same file in different locations," said Gutauckis. "ExaGrid's data deduplication technology is extremely effective at reducing redundant data, and it helps us control the overall amount of data we're storing. We're now able to easily meet our 90-day retention goal."

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

## Backup Times Significantly Reduced, Less Time Spent on Management and Administration

Gutauckis said that since installing the ExaGrid system, full backup times have been reduced from a high of 36 to 48 hours down

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to less than 24 hours, well within the City's backup window. Also, he reports that he now spends less time managing and administering backups than he did with tape.

"Our backup jobs run quickly and flawlessly now, and I spend far less time working on backups. Dealing with tape was so cumbersome and I was constantly swapping out tapes, transporting them to the safe, and troubleshooting backup jobs. Now, I just check the logs each day to make sure that the nightly backup jobs ran successfully and that's it," said Gutauckis. "Having the ExaGrid in place has given me more time to spend on other tasks."

## Fast, Painless Installation, Superior Customer Support

Gutauckis said he worked with the dedicated customer support engineer assigned to the City's account to install the solution.

"Setting up the system was quick and painless. In fact, it probably took more time to rack up the unit than to actually get the system configured and up and running. It really is 'set it and forget it,'" he said. "Our support engineer is extremely responsive and proactive. He's constantly checking out the system to make sure things are running correctly, and he's always available to answer any question I have."

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.

## Flexibility to Add a Second Site for Disaster Recovery, Scalability to Grow

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](http://www.exagrid.com).

"One of the things we like about the ExaGrid system is that it's flexible. We can easily add capacity, and we can also choose to deploy a second system offsite for disaster recovery at any point in the future," said Gutauckis. "I'd highly recommend the system. It's really taken the worry out of our day-to-day backups, and it has the flexibility to grow to meet future demands."

## 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.

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 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](http://www.exagrid.com) or call us at 1-800-868-6985.**