



Enclara Pharmacia Ends “Nightmare” of Tape Backups and Restores with ExaGrid



USA

Customer Overview

Enclara Pharmacia is the nation’s leading pharmacy services provider and PBM for the hospice and palliative care community, Enclara Pharmacia empowers people to transform hospice care through collaboration, creativity, and compassion. Through a comprehensive network of retail and institutional pharmacies, a national patient-direct dispensing program and dedicated inpatient services, Enclara ensures timely and reliable medication access in any care setting. Combining clinical expertise, proprietary technology and a patient-focused, nurse-centric approach, Enclara enables hospices of all sizes and models to improve quality of life for individuals experiencing progressive illness.

ExaGrid Chosen to Replace Tape

Enclara Pharmacia had been backing up its data to an HPE tape library using Veritas Backup Exec. Because of the extensive time needed to manage tape, numerous offsite trips required to vault the tapes, and limited number of jobs that could run at one time, the company decided to look into a disk-based solution.

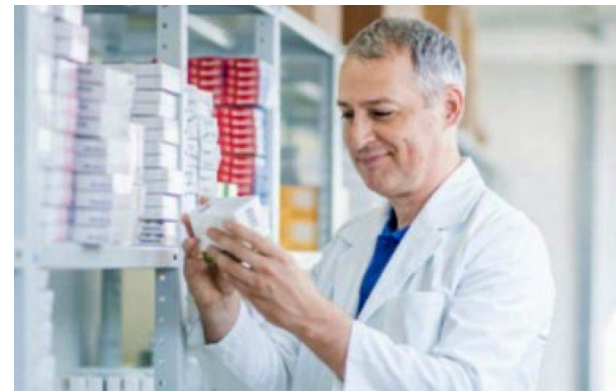
Dan Senyk, senior network administrator, Enclara Pharmacia, who played a role in the search for a new solution, says, “We narrowed the search down to ExaGrid after meeting with two other competitors. We had been having problems with weekend backup jobs running into Tuesday, and we wanted to make sure all jobs ran at night and not during production hours. Our main goal was to shorten the length of time for job runs. ExaGrid seemed like it could do that for us with the use of its Landing Zone.

“What we really like about ExaGrid is that it seemed to be the leader in deduplication. It allows you to recover data directly from the Landing Zone, making recovery faster. The Landing Zone accelerates the time it takes for a job to run because the deduping is done from the Landing Zone later, rather than as part of the job. This distinguishes it from the competition. In fact, the Landing Zone is the number one reason why ExaGrid is better than the other systems, and the main reason we chose it.”

Customer Support Ensures Easy Installation

Installation of the ExaGrid system was simple. Senyk also appreciated customer support taking the time to explain the installation process and how to optimize the system.

“We simply racked it up, cabled it, and then ExaGrid support helped us set everything up. Our



customer support engineer taught us all the best practices. It was very helpful. She showed us step-by-step what she was doing, and it was a very clean install.”

The ExaGrid system was designed to be easy to set up and operate. ExaGrid’s industry-leading level 2 senior support engineers are assigned to individual customers, ensuring they always work with the same engineer. Customer’s never have to repeat themselves to various support staff, and issues get resolved quickly.

More Backups in Shorter Windows

Senyk noted that backups were taking too long when Enclara was using tape. “With the limitations that we encountered using the four tape drives, we eventually started running tapes all day, every day – even during production hours. Weekend jobs would take forever. Some jobs would take four days to run.”

Senyk is now able to schedule more backup jobs each week now that Enclara has switched to ExaGrid, with some jobs taking one-third of the time as compared to tape. “We would run fulls on the weekends, but we wouldn’t run incrementals every day because we just couldn’t fit it in using

Key Benefits:

- Backup windows no longer run into production hours due to ExaGrid Landing Zone
- Restores reduced to mere seconds, instead of days
- Easy-to-use GUI and proactive ExaGrid support allow for ‘hands-off’ system maintenance

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Senior Network Administrator

tape," he says. "Now with ExaGrid, we run every job, every day as an incremental, and nothing spills over during daytime hours. Before ExaGrid, we had to split our jobs in two just to fit them in. Now, I can fit everything in, and backup always finishes by morning. It's a huge help!"

From Days to Seconds – No More “Nightmare” Restores

The process of restoring data used to be complicated, and lasted anywhere from minutes to days, according to Senyk. "Before ExaGrid, restores were a nightmare. Anytime a restore was needed, I would pray that the tape was still in the library. In the worst case, if the tape had already been sent offsite, it had to be recalled – which could take days. Once I had the tape, I would literally spend half an hour trying to get the library to read the tape."

"Now, we keep a six-week rotation on the ExaGrid, so if the restore is within that time frame, I can get that data back within 20 seconds. Before, it could take as much as three days to restore."

“Hands-Off” System is Easy to Maintain

Senyk appreciates the usefulness of the GUI and the automated health reports. "If there's anything wrong, I get an alert, but I haven't gotten one in a long time. The whole system will show up in red at the first screen you log into, so it's easy to tell if something is wrong.

"It's a very hands-off system if you want it to be. You can let it do its thing, and you don't have to worry. There was literally a two-month period where I didn't even log in. Backups were running, and I didn't have to do a thing. It alleviates a lot of time."

If Senyk has a question about the system, he finds it easy to get in touch with customer support. "It's unbelievable how great ExaGrid support is," he says. "With some other companies, you struggle to get basic help, or even just to get somebody on the line. But with ExaGrid, you get an assigned customer support engineer. I have her direct line and email. Her responses are almost immediate. She just opens up a Webex, and we're on together. She can check things out remotely, too. It's very nice. I've never had support like ExaGrid's before."

Senyk is also impressed with customer support's proactive approach to maintaining the system. "Our customer support engineer contacted me to let me know an upgrade was available, and wanted to initiate it for us. Other companies don't track your system, and you can't even get them to help you upgrade it yourself. ExaGrid customer support alone makes it worthwhile."

ExaGrid and Veritas Backup Exec

Veritas Backup Exec provides cost-effective, high-performance backup and recovery – including continuous data protection for Microsoft Exchange servers, Microsoft SQL servers, 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 Veritas Backup Exec can look to ExaGrid Tiered Backup Storage for nightly backups. ExaGrid sits behind existing backup applications, such as Veritas Backup Exec, providing faster and more reliable backups and restores. In a network running Veritas Backup Exec, using ExaGrid 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 ExaGrid for backup to disk.



About ExaGrid

ExaGrid provides Tiered Backup Storage with a unique disk-cache Landing Zone that enables fastest backups and restores, a Repository Tier that offers the lowest cost for long-term retention and enables ransomware recovery, and scale-out architecture which includes full appliances with up to 2.7PB full backup in a single system.

Learn more at www.exagrid.com.