Fugro Data Solutions Secures Worldwide Reputation with Scalable Backup Solution from ExaGrid

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> **Niels Jensen**
> **IT Systems Manager**
> **Fugro Data Solutions**

Customer Overview

Fugro Data Solutions group of companies (Fugro) offers an exhaustive range of Data Management and Data Conditioning Services complemented by various in-house developed applied technology products. Its services range from Physical Warehousing, Physical Asset Management Solutions, Data Conditioning Services, Exploration and Reservoir Services, License Round Management, National Data Repositories, GIS services, Industry specific training and Consultancy. Its applied technology products target the generic need for optimum utilization of available data and data integration. The success of Fugro Data Solutions has enabled it to become a global company with operations in the UK, Canada, the USA, the Netherlands, India, Singapore, Libya, Oman and Australia.

The Challenge – How to Reduce the Backup Window and Ensure Disaster Recovery

As the name suggests, Fugro is a data centric business, collating and storing critical client data for oil companies from all over the globe. Fugro already used a disk-based backup solution but as the business grew, the capacity to cope with the data was rapidly shrinking whilst the backup window was becoming unmanageable. It began to take so long that one of the IT team became 100% dedicated to managing just the backup window.

Furthermore, Fugro's first class, worldwide reputation had been built upon its ability to safely upload and store its client data. With such long backups and capacity rapidly reducing, this data was becoming more at risk and potentially with it, the company's reputation.

Niels Jensen, IT systems manager at Fugro Data Solutions, commented: "We could not fault our current system from a performance perspective but as time passed, it became apparent that it had a finite capacity ceiling and would no longer be a viable solution with continued business growth. Therefore we decided to find a more scalable solution with market leading data deduplication ratios."

The Choice and Why

Fugro ran an initial trial of a solution from an ExaGrid competitor but, after an unsatisfactory experience, decided to look elsewhere.

Jensen said: "The initial trial was definitely not a waste of time as it helped us identify the performance that is essential to our success. It saved the business from making a poor decision that would ultimately have wasted a substantial amount of money on what would have been an incorrect investment. It took two days to get the trial box up and running and while technically impressive, it overcomplicated things. The impact of this would have required additional investment in both staff training time and costs. Furthermore, it would also have been expensive to maintain and the customer support we received was average."

With the benefit of this experience, Fugro then selected the ExaGrid solution after reviewing alternative providers and their solutions.

"Since day one the ExaGrid experience has been the best I have ever known from any supplier. The results were instantaneous. The ExaGrid team is very proactive to ensure my experience is the best it can be. It took just a couple of hours to get the appliance up and running and we now have the

perfect backups, technology and partner to work with as we continue to grow as a business," Jensen continued.

Data Deduplication Beyond Our Expectations – 80:1

Since the ExaGrid system has been installed Fugro's daily backup window has been significantly reduced to less than three hours, whilst the weekly backup is now completed well within our weekend backup window.   Furthermore, the IT team has seen compression rates on average at 15:1 with some up to 80:1. This means that client data is safer than ever and Fugro's reputation in respect to this has been upheld.

Jensen stated, "ExaGrid's technology has exceeded our business needs and expectations. As such, it has delivered outstanding value for money. From an operational point of view the time savings are a huge hidden benefit. My team can deliver almost instant restores to people throughout the business - thus enabling them to deliver a better service to Fugro customers. It also frees my team to focus on other projects."

Looking to the Future with Confidence in the Technology and Stellar Customer Support

"Perhaps the most important reason why we decided to go with ExaGrid ahead of its competition was the scalability of its system. It means we have freedom to expand at a later date without incurring major cost or upheaval. We also have the comfort of knowing that their customer support is by far the best we have experienced in the industry. The great service didn't stop after installation but has carried on to this day, with proactive ideas and help at every turn. With one phone call you get direct access to an ExaGrid expert that can assist you," said Jensen.

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 100TB full backup plus retention. When virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

ExaGrid EMEA Sales Director Andy Palmer commented: "The reason we continue to grow quarter on quarter, in a world challenged by slow growth, is three fold. First, our technology is world class and allows organisations to grow without making a massive upfront commitment; second, it delivers unrivalled price performance with a high return on investment as data needs scale upwards and, third, our team prides itself on delivering an outstanding customer experience from day one."

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.

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

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**.