

# Town of Greenwich Turns to Disk Backup With Deduplication for Faster, More Reliable Backups and Restores

CUSTOMER SUCCESS STORY



"We're able to back up so much more data and do it all much more quickly. Even more important is that the backups are reliable. I can rest easy knowing the system works and our data is protected and easily accessible."

**Boris Hutorin**  
Director of Information  
Technology

## Customer Overview

Located on Long Island Sound just thirty miles east of New York City, Greenwich is recognized as a premier residential community. The Town of Greenwich has over 8,000 acres of protected land, including 32 miles of coast, 20 parks, four beaches and a municipal golf course. In a recent Robb Report, Greenwich was ranked first among the top 10 places to live in America. With a population of approximately 61,000, Greenwich's economy is thriving with about a dozen of the 100 largest corporations in Connecticut headquartered here. The town's leading industries are financial services, real estate, retail, home construction and home renovation.

## Disk Backup With Dedupe Cuts Backup Times

The Town of Greenwich IT department backed up its data utilizing a dual tape library. Full backups were done each night because the organization found it to be much easier to restore the data from a full backup compared to incremental or differential backups. This worked for quite some time until backups started running outside of the backup window. In addition to the challenges of growing data and a shrinking backup window, it took at least 24 hours to complete any data restore request because backup tapes have to be brought back from off site storage.

At a crossroads with its current backup process, the Town of Greenwich IT department decided a change had to be made – either purchase a new and faster tape library or find another technology to handle backups.

"We looked at a lot of options and solutions and finally decided on ExaGrid's disk backup with deduplication appliance," said Director of Information Technology Boris Hutorin. "We felt the ExaGrid provided the technology we needed to reliably protect our data and do it at a reasonable cost."

According to Hutorin, it was also extremely important to choose a solution that worked seamlessly with the organization's existing backup application, CA ARCserve® Backup.

"We made a significant investment in ARCserve and our IT infrastructure and wanted to preserve that as much as possible," said Hutorin. "ExaGrid allows us to do just that."

Hutorin said that after installing ExaGrid, the Town of Greenwich's backup times have been reduced from 18 hours to only about five hours.

"What a big difference," said Hutorin. "We're able to back up so much more data and do it all much more quickly. Even more important is that the backups are reliable. I can rest easy knowing the system works and our data is protected and easily accessible."

## Fast, Reliable Restores

The IT staff at Town of Greenwich has also noticed a significant improvement in the amount of time and resources spent on restoring files.

"The ability to restore data quickly and easily is really where the ExaGrid excels," said Hutorin.

Restores that used to take at least 24 hours to complete are now done in just minutes. Hutorin and his team were also uncomfortable with worst-case scenario of having to perform a full restore from tape.

In the past, the organization would get a data restore request and the IT department would have to call the offsite storage

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company and arrange for the tapes to be brought in so the restores could be processed. The entire process could take hours and even days. There was also no guarantee that the entire restore would be there. Now, everything is online and in the last year and a half, Hutorin and his team have not had to call the offsite storage company once to bring in any tapes.

“We’ve always backed up to tape but there was always a level of uncertainty about whether we could complete a full restore,” said Hutorin. “Now with ExaGrid, we have complete confidence that we can get to the data quickly and that it’s there.”

## Expert and Responsive Customer Support

ExaGrid’s trained, in-house engineers provide dedicated support to individual accounts.

“The ExaGrid support staff is great to work with,” said Hutorin. “The support people there are very responsive. They are very knowledgeable and have a good understanding of your environment. We haven’t had many issues but when we have, the staff has been able to resolve them quickly.”

## ExaGrid and CA ARCserve Backup

CA ARCserve Backup delivers reliable, enterprise-class data protection across multiple hardware and software platforms. Its proven technology — unified by a single, easy-to-use interface — enables multi-tiered protection driven by business goals and policies.

Organizations using popular backup applications can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid works with existing backup applications to provide faster and more reliable backups and restores.

## Intelligent Data Protection

ExaGrid’s turnkey disk-based backup system combines high quality SATA drives with byte-level data de-duplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid’s byte-level data de-duplication technology stores only the changes from backup to backup instead of storing full file copies, reducing the amount of disk space needed by 10 to 50:1, or more, resulting in a solution that is 25 to 30% the cost of standard SATA drives.

ExaGrid is easy to install and use and works seamlessly with popular backup applications, so organizations can retain their investment in existing applications.

ExaGrid can be used at a primary site and at a second site to supplement or eliminate offsite tapes with a live data repository or for disaster recovery. When a second site is used, the cost savings are even greater because ExaGrid’s byte-level data de-duplication technology moves only changes, requiring minimal WAN bandwidth.

**For more information about ExaGrid, please visit us at [www.exagrid.com](http://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](http://www.exagrid.com).