

# ExaGrid Helps Hanover Hospital Increase Retention, Meet Increased Regulatory Requirements

CUSTOMER SUCCESS STORY



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**Matthew Bjonnes**  
Senior Systems Administrator  
Hanover Hospital

## Customer Overview

Hanover Hospital has 119 beds and services both urban and rural parts of York and Adams Counties in Pennsylvania. The major strength of Hanover Hospital is found in the ability of its physicians and staff to offer extensive services utilizing state-of-the-art technology, while maintaining the personalized care of a community hospital. The hospital has become a leader in providing high quality healthcare services to its patients and is always pursuing excellence and expanding its capabilities to meet the healthcare needs of the community. Hanover Hospital is located in Hanover, Pennsylvania.

## High Cost of Tape, Need for More Retention Led to Search for a New Solution

The IT department at Hanover Hospital was faced with the dilemma of how to cost-effectively meet increased data retention regulations with tape. The hospital had already purchased additional tape to meet increased retention requirements once before and was reluctant to do it again, especially considering the cumbersome nature of tape and how difficult it was to recover data.

The staff began to research disk-based backup solutions and considered products from both EMC Data Domain and ExaGrid. "We closely looked at both products and decided to purchase the ExaGrid system. It was the more cost-effective of the two, we liked the simple management interface, and it was the most scalable," said Matthew Bjonnes, senior systems administrator at Hanover Hospital.

Hanover Hospital purchased a two-site ExaGrid system. Data is backed up nightly to an ExaGrid system located in the hospital's main datacenter and then replicated to a second system located 50 miles away for disaster recovery. The ExaGrid systems work in conjunction with the hospital's existing backup application, Symantec's Backup Exec. The hospital backs up all of its data to the ExaGrid system, including SQL, OS and file data, and its Meditech hospital information system.

## 14.1 Average Deduplication Ratio, 21:89.1 for Exchange Data

ExaGrid's built-in data deduplication technology helps maximize disk space and improve retention. Currently, Hanover Hospital is receiving an average deduplication ratio of 14:1, with Exchange data garnering a 21.89:1 ratio.

"ExaGrid's data deduplication technology is extremely effective at reducing our data. We're easily able to meet our retention goals and restores are so much faster than they were with tape. Before, we had to search for tapes and determine whether the right tape was onsite or offsite, then go through the whole process of restoring the information. Now, we have so much data at our fingertips. We can restore files with the touch of a button," said Bjonnes.

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



## Easy Setup and Management, Responsive Customer Support

Bjornnes said that installing the ExaGrid system was a simple, straightforward process.

“Setting up the ExaGrid system was easy. We set them up as two separate sites and everything automatically replicates at night. It really was ‘set it and forget it.’ The management interface is also easy to use and we like the reporting,” he said. “We are also saving a lot of time in terms of management and administration. We were spending approximately ten hours a week just on tape rotation alone. We’re now able to spend that time on other things.”

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.

“I really can’t say enough about ExaGrid’s customer support. Our support engineer is very responsive and if we have any issues, he can remote in right away and get to work. He really knows his way around the system and has been extremely helpful and responsive,” said Bjornnes.

## Scalability to Meet Future Demands

As Hanover Hospital’s backup demands increase, the ExaGrid system can easily scale to accommodate more data. 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. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

“The amount of data we generate keeps increasing and with government regulations changing all the time, we need to

make sure that we have the flexibility to increase our backup capacity. The ExaGrid system was designed from the ground-up with scalability in mind, so as our needs grow, we know the ExaGrid will be able to handle the additional load,” said Bjornnes. “The ExaGrid was a very good solution for our facility because we were able to gain faster, more efficient backups and restores, better retention, and improved disaster recovery. We’ve been pleased with the system.”

## 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.

## 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](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).