ExaGrid and Veeam Deliver Backup Storage Reliability and Speed for HealthPro Medical Billing

HEALTHPRO
MEDICAL BILLING

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Ben Rodden
Systems Administrator

Key Benefits:

- Previous backups were 'terrible'
- With ExaGrid and Veeam, backup window reduced by days
- 75% time savings administering backup
- Backup storage and restore reliability is a 'big relief'
- Product support is 'best ever'

Customer Overview

Based in Lima, Ohio, HealthPro Medical Billing is the trusted partner of choice for radiology and pathology practices, as well as imaging centers and other healthcare service providers throughout the United States. In business for over 30 years, HealthPro has taken medical billing beyond simply keeping track of dollars and cents with a unique approach that focuses on proactively growing clients' practice revenues while delivering peace of mind.

Slow Backups Strain IT Resources

HealthPro had been backing up its virtual environment to tape, but once it began to back up to its SAN, the process was just as manual and labor-intensive, and the IT staff had difficulty keeping up with nightly backups.

"We had been carving out space on our SAN for backups, but as our data increased, it got to the point where we were constantly worried about space allocation. I had little confidence in our backup storage strategy," said Ben Rodden, systems administrator for HealthPro Medical Billing.

"Our backup storage was always a concern. We often had to fall back to tape, which was a real hassle. We had several consistent issues with tape – damaged tapes, failed jobs, and the endless backup window. I think at one point, we'd start backup on a Friday night and it wouldn't finish until halfway through the next week. It was insane! I'd have one job fail, so the whole thing would have to be restarted. I'd try to back things up during the workday simply to catch up, and that caused even more system issues. It was terrible," said Rodden.

Ease of Use, Fast Restores Reduce IT Workload

Setting out to find a disk-based backup storage appliance required a major review and research cycle. The fact that HealthPro is 100% virtualized led Rodden to the ExaGrid/Veeam solution.

HealthPro's full backup was 50TB+ and Rodden needed a straightforward path. Retention was always an issue. "Our IT department is so much more efficient with ExaGrid and Veeam, allowing our team to focus on all aspects of operations. I estimate that I save 75% of my time chasing backup storage issues. The length of our backup window was the big issue – we simply couldn't get the jobs done," said Rodden.

"We needed to find the right solution for our business, and we're very pleased with our decision. Restores are blazingly fast – that's the end game," he said.

The Power of Deduplication and Fast Restores

Rodden said that since HealthPro had selected Veeam as its backup application, the new storage solution needed to work well with it. ExaGrid was a perfect fit, he said, because the two products work so well together to provide greater restore speed and flexibility. "ExaGrid's data deduplication enables us to reduce our backup data even further so we save disk space. I see dedupe ratios as high as 10:1," said Rodden.

Peace of Mind and Easy Management

"ExaGrid gives me peace of mind because it's so reliable. Not having to worry about backup is a big relief – it just runs. Our data is always backed up and deduplicated. I don't think about it, I don't worry – I've got plenty of other things to worry about," said Rodden.

The ExaGrid system can easily scale to accommodate data growth. ExaGrid's GRID computing software makes the system highly scalable, and when plugged into a switch, appliances of any size or age can be mixed and matched in a single GRID system with capacities of up to a 1PB full backup plus

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retention and an ingest rate of up to 200TB per hour. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic. Management software notifies customers via SNMP or email that the system is reaching capacity thresholds.

Superior Support, Ease of Use

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 assigned to individual accounts. The system is fully supported, and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

"Installation was extremely simple. Our assigned customer support engineer was with us each step of the way. I barely did anything. I turned the ExaGrid system on, assigned an IP, set up shares, and the box was ready to go. If we have an issue, our support engineer gets back to us almost instantaneously. I am so impressed with the level of support we receive – it may be the best I've experienced ever," said Rodden.

ExaGrid and Veeam

The combination of ExaGrid's and Veeam's industry-leading virtual server data protection solutions allows customers to utilize Veeam Backup & Replication in VMware, vSphere, and Microsoft Hyper-V virtual environments on ExaGrid's disk-based backup system. This combination provides fast backups and efficient data storage as well as replication to an offsite location for disaster recovery. The ExaGrid system fully leverages Veeam Backup & Replication's built-in backup-to-disk capabilities and ExaGrid's zone-level data deduplication for additional data reduction (and cost reduction) over standard disk solutions. Customers can use Veeam's built-in source-side deduplication in concert with ExaGrid's disk-based backup system with zone-level deduplication to further shrink backups.

GRID Architecture Provides Superior Scalability

HealthPro has a two-site solution set up for replication, which effectively meets its disaster recovery requirement. "With ExaGrid's GRID architecture, adding appliances down the road is easy. I have no stress about scalability," said Rodden.

ExaGrid uses a GRID-based configuration, where each appliance contains not just disk but also processing power, memory, and bandwidth. When the system needs to expand, additional appliances are simply attached to the GRID. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows, and you only pay for what you need when you need it. In addition, as new ExaGrid appliances are added to the GRID, the system automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

About ExaGrid

ExaGrid provides backup storage with a unique landing zone and scale-out architecture. The landing zone provides for the fastest backups, restores and instant VM recoveries. The scale-out architecture includes full appliances in a scalable GRID and provides for a fixed-length backup window as data grows, eliminating expensive forklift upgrades. Learn more at **www.exagrid.com**.