



Heil Trailer Moves Backups to ExaGrid to Gain Faster Backups and Restores



USA

Key Benefits:

- Seamless integration with Veritas Backup Exec
- Experiences data deduplication ratios of 50 to 60:1
- Saves at least eight hours per week in staff time
- Easier SOX compliance
- Valuable disaster recovery

“Because we’re not relying on tape, SOX compliance is easier because we can show exactly where our data is at all times electronically, so we don’t have to do as much paperwork. Also, we save a considerable amount of time because we’re no longer dealing with tape. We don’t have to transport tapes offsite, and our restores are incredibly fast because our data is on disk and available at a moment’s notice.”

David Duggan

Global Network Manager

Customer Overview

Heil Trailer is a global manufacturer of specialty transport trailers, including petroleum, dry bulk, stainless, crude and asphalt trailers. An iconic brand with over 120 years of enduring performance, Heil Trailer exceeds industry expectations with premium trailers that are delivered on time and provide the highest quality, longevity and resale value. They are engineered to meet the most stringent region- and load-specific requirements in 85 countries around the globe. With the support of an experienced, nationwide dealer network, expert team and industry-leading support, Heil Trailer has built strong relationships that keep customers asking for the brand time and again. Heil Trailer is based in Athens, TN.

24-hour-Long Backup Leads to Search for Better Solution

Heil Trailer had experienced rapid data growth for years and had exhausted the capacity of its tape backup system. With backup jobs running around the clock, Heil’s IT department had to deal with a whole host of issues related to its backups, including network congestion, performance degradation of its ERP system when writing to tape, tape availability, mechanical problems with tape and inefficient and unreliable restore processes. Because its manufacturing operations run 24 hours a day, 6 days a week, Heil doesn’t have any true downtime on its network, and it’s critical that backup operations not affect system performance.

With backups constantly running 24 hours-a-day, the IT department at Heil began looking for a new system that would speed its backups and make restores easier. At first, Heil considered upgrading to a new, state-of-the-art tape backup system but realized that it wasn’t cost-effective and didn’t provide all of the features its IT staff was looking for.

Heil Gains Faster, More Efficient Backups with ExaGrid at the Same Cost as Tape

“The initial cost of the tape system was less expensive than disk-based backup, but once we added in the cost of the tapes and spread it out over a three-year period, we realized that we could get a disk-based backup system for the same amount of money,” said David Duggan, global network manager for Heil Trailer International. “We believe disk-based backup is simply faster and more efficient than tape.”

After looking at disk-based backup products from ExaGrid, Quantum and Dell EMC Data Domain, Heil purchased two ExaGrid appliances. The primary ExaGrid appliance is located in Heil’s datacenter in Athens, TN, and a second appliance



acts as a disaster recovery site and is located 45 miles away in its Chattanooga office.

The ExaGrid system works alongside Heil’s existing backup application, Veritas Backup Exec.

ExaGrid Delivers 60:1 Deduplication Ratios

“ExaGrid is a well-established player in the marketplace and we were impressed with its data deduplication abilities,” said Duggan. “Because ExaGrid performs data deduplication at the byte level, it’s more efficient than products with block-level data deduplication. Also, ExaGrid performs the data deduplication post-process instead of in-line so that backups and restores are faster.”

ExaGrid writes backups directly to a disk-cache Landing Zone, avoiding inline processing and ensuring the highest possible backup performance, which results in the shortest backup window. Adaptive Deduplication performs deduplication and replication in parallel with backups for a strong recovery point (RPO). As data is being deduplicated to the repository, it can also be replicated to a second ExaGrid site or the public cloud for disaster recovery (DR).

"Because our facility is located in a rural area, getting the amount of bandwidth we need to connect the two sites together was a bit of a challenge. The fact that the ExaGrid system only moves changes across the network certainly made having a disaster recovery site more feasible because our replications are much, much smaller than they would have been without such effective data deduplication," said Duggan. Since installing the ExaGrid system, Heil Trailer has experienced data deduplication ratios of 50 to 60:1. Backup times have been reduced from an around the clock process to less than 12 hours for full backups, and the firm is now able to perform nightly incremental backups throughout the week, sometimes taking only an hour.

"We are now able to run a full backup on Fridays and our incremental backups can all run at one time. With our old tape system, we had to stagger our backups to make sure that we had tape availability," said Duggan. "Also, because we are better able to schedule our backups, we don't suffer any performance hits."



Easier SOX Compliance, Smooth Scalability

As a public company, Heil Trailer must adhere to Sarbanes-Oxley (SOX) requirements, and Duggan has found that the ExaGrid system helps make compliance easier.

"Because we're not relying on tape, SOX compliance is easier because we can show exactly where our data is at all times electronically, so we don't have to do as much paperwork," said Duggan. "Also, we save a considerable amount of time because we're no longer dealing with tape. We don't have to transport tapes offsite, and our restores are incredibly fast because our data is on disk and available at a moment's notice."

In fact, Duggan estimates that backing up Heil's data to the ExaGrid system saves at least eight hours per week in staff time because they no longer have to manage or restore data from tape.

As a growing company, scalability is a critical consideration for any IT purchase Heil makes. The ExaGrid system can easily scale to accommodate data growth. ExaGrid's software makes the system highly scalable – appliances of any size or age can be mixed and matched in a single system. A single scale-out system can take in up to a 2.7PB full backup plus retention at an ingest rate of up to 488TB per hour.

ExaGrid appliances contain not just disk but also processing power, memory, and bandwidth. When the system needs to expand, additional appliances are simply added to the existing system. The system scales linearly, maintaining a fixed-length backup window as data grows so customers only pay for what they need, when they need it.

Data is deduplicated into a non-network-facing Repository Tier with automatic load balancing and global deduplication across all repositories.

"We like the fact that we can easily scale the ExaGrid system in case we need to add capacity," said Duggan. "With the Data Domain and Quantum products, we would have had to purchase an entirely new system and alter our jobs to send them to two different sites. With ExaGrid, we can just add another ExaGrid system to our existing configuration and quickly increase the size of our system."

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.

Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines enterprise drives with zone-level data deduplication, delivering a disk-based solution that is far more cost effective than simply backing up to disk with deduplication or using backup software deduplication to disk. ExaGrid's patented zone-level deduplication reduces the disk space needed by a range of 10:1 to 50:1, depending on the data types and retention periods, by storing only the unique objects across backups instead of redundant data. Adaptive Deduplication performs deduplication and replication in parallel with backups. As data is being deduplicated to the repository, it is also replicated to a second ExaGrid site or the public cloud for disaster recovery (DR).

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.