

# ExaGrid Alleviates Slow Restores, Long Backup Times at Logan & Company

CUSTOMER SUCCESS STORY



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Jack Fuller  
Network Operations Manager

## Key Benefits:

- System is easy to use and maintain
- Customer support model receives "rave reviews"
- Restores are fast and reliable
- Backups are faster and more efficient; full access to systems while backups are running

## Customer Overview

Since the firm's inception in 1990, Logan & Company has been retained to manage the administrative and information requirements of many of the nation's largest bankruptcy proceedings. The company's experience spans a wide range of industries, including consumer products, energy, financial services, healthcare, insurance, and transportation. The firm is located in Upper Montclair, New Jersey.

## Problematic Restores From Tape

The IT staff at Logan & Company began looking for a new backup solution because of growing frustration with long, unreliable restores from tape.

"In our business, we need to have ironclad access to our critical information. Unfortunately, when there's an issue, tape isn't the ideal medium for restoring data," said Jack Fuller, network operations manager for Logan & Company. "For us, restoring data from tape was slow and painful, and at the end of the day, there were no guarantees that the information would be there when we needed it."

## Easy Restores, Faster Backups with ExaGrid

After looking at FalconStor and a few other solutions, Logan & Company decided on ExaGrid. The ExaGrid system works alongside Symantec Backup Exec, the firm's backup application.

"We were immediately struck by how easy the ExaGrid system was to manage and maintain," he said. "Also, the fact that ExaGrid's support model received rave reviews from customers made the decision an easy one."

Since installing the ExaGrid system, restores take far less time and can be completed with just a few keystrokes, Fuller said.

"Restoring files from the ExaGrid system is very simple, and we're far more confident in our ability to restore now than when we were using

tape," he said. "The other thing we've noticed is that our backup times are faster and more efficient. We used to have to back up to tape after hours, which meant that our mail server and our Oracle server would be unavailable to users. Now, our backup jobs run throughout the day and we have full access to our systems while they're running."

## Deduplication Reduces Data Stored, GRID Architecture Provides Easy Scalability

Fuller said that the company's data growth had been constant, but due to a spike in new cases recently, the IT staff has seen a dramatic increase in the amount of backup data they now handle. Keeping pace with data growth has been more manageable with ExaGrid's built-in data deduplication technology, and its GRID architecture will ensure that the system serves the company for years to come.

"ExaGrid's data deduplication technology reduces our stored data by 14:1, and it's great that we have the ability to easily upgrade the system to handle increased capacity," said Fuller.

ExaGrid combines standard compression along with zone-level data deduplication, which stores changes from backup to backup instead of storing full file copies. 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. 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. When a second site is used, the cost savings are even greater because ExaGrid's zone-level data deduplication technology moves only the changes from backup to backup, requiring minimal WAN bandwidth.

ExaGrid uses a GRID-based configuration, so when the system needs to expand, additional appliance nodes are attached to the GRID, bringing with them not only additional disk but also processing power, memory, and bandwidth. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows. In addition, as new ExaGrid appliance nodes are added to the GRID, the ExaGrid automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

## Intuitive Interface and World-Class Customer Support

"The ExaGrid system is extremely easy to use, and I like having the choice of a GUI or a command-line interface. It's a pretty hands-off system but when I do have to work on it, I find that it's very intuitive," Fuller said.

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.

"ExaGrid's customer support has gone way beyond my expectations. The support engineers are experienced and knowledgeable, and I've never had to escalate an issue. They're proactive and look at the system remotely from time to time to advise me about retention space and other potential issues," he said. "Since installing the ExaGrid system, we've achieved our original goal of making restores easier, but our overall backup processes have been significantly improved as well."

## ExaGrid and Symantec Backup Exec

Symantec Backup Exec is the gold standard in Windows data recovery, providing 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. It also supports single-drive libraries, encryption, and disaster recovery. High-performance agents and options provide fast, flexible, granular protection and recovery, and scalable management of local and remote server backups.

Organizations using Symantec Backup Exec can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Symantec Backup Exec, providing faster and more reliable backups and restores. In a network running Symantec Backup Exec, using ExaGrid in place of a tape backup system 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 the ExaGrid for onsite backup to disk.

## Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines high quality disk drives with zone-level data deduplication, delivering a disk-based solution that is far more cost effective than simply backing up to straight disk. ExaGrid's zone-level data deduplication technology stores only the changes from backup to backup instead of storing full file copies, reducing the amount of disk needed by a range of 10:1 to 50:1 or more, resulting in a solution that is 25 to 30% the cost of backing up to straight disk. The ExaGrid system is easy to install and use and works seamlessly with popular backup applications, so organizations can retain their investment in existing applications and processes. ExaGrid servers can be used at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories for disaster recovery.

**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).