

# Loretto Pairs Veeam with ExaGrid, Removes Backup Bottlenecks

CUSTOMER SUCCESS STORY



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**Brandon Claps**  
IT Infrastructure Manager

## Key Benefits:

- Scalability ensures that Loretto can keep pace with data growth while preserving its investment in the initial system – particularly important for a budget-conscious nonprofit
- Integration with Veeam simplifies backup process, maximizes data deduplication, increases retention
- Restores and recoveries are easier and 'much less painful'

## Customer Overview

Loretto is a continuing healthcare organization that has spent the past 90 years providing a variety of services for older adults throughout Central New York. The non-profit organization was first formed in 1926, with the vision to transform elder care by deinstitutionalizing nursing homes and long-term care services, and replacing them with home-like settings utilizing person-first care. Today, Loretto is made up of 2,500 dedicated employees and offers 19 specialized programs throughout Onondaga and Cayuga Counties.

## Bottlenecks Due to Tape Drive Backup Initiative

Prior to installing ExaGrid, Loretto had been backing up to tape, but constant bottlenecks due to lengthy backup jobs – along with increasing data volumes – were making it more difficult to continue using tape.

"We consistently had failed backup jobs because of an aged tape library. It was normal for backup jobs to start Saturday morning and complete mid-Monday due to limitations of our current technology," said Brandon Claps, IT Infrastructure Manager at Loretto.

From the very beginning, it was clear to Claps, who has been with Loretto for eight years, that the company was in dire need of a new approach. "It got to the point where we were expanding our business, becoming more and more electronic, and it just wasn't feasible to have our backups and our contingency plans remain on the wayside. We made it a corporate initiative to make our backup strategy more robust."

## Pay-as-You-Grow Scalability Provides Budget-Conscious Non-Profit with Risk-Free Decision

After evaluating a number of backup applications and hardware appliances, Loretto went forward with the combination of Veeam's virtual server data protection and ExaGrid's disk-based backup with data deduplication solution. Loretto implemented a two-site ExaGrid system



with the primary site system performing backups at company headquarters and the offsite ExaGrid system for disaster recovery.

"The deciding factors in our choice to pair Veeam with ExaGrid were cost, direct integration with Veeam, and scalability," said Claps. "Being a non-profit, cost is self-explanatory as it's not always easy to get funding for new projects. Scalability was important because in the past, we wanted to make sure that as we continued to grow, our system had the ability to grow with us."

The combination of ExaGrid and Veeam deduplication has simplified the backup process for Claps and his team. "Switching to the ExaGrid and Veeam solution has really allowed us to store more backups and multiple copies of our backups for a longer period of time than when we were backing up to straight tape, and having a 10GbE connection with the ExaGrid system has greatly helped to reduce our backup window," said Claps.

## Scale-out Architecture with Load Balancing Ensures Consistent Performance

ExaGrid's scale-out architecture uses appliances that contain not just disk but also processing power, memory, and bandwidth. When the system needs to expand, additional appliances are simply attached to the existing system. 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, load balancing of available capacity is automatic, maintaining a virtual pool of storage that is shared across the system.

## New Backup/Restore Process is a 'Thousand Times Less Painful'

In addition to the shorter backup window, Loretto is seeing faster restores using the ExaGrid system. "With Veeam and ExaGrid, I can restore a virtual machine in as little as 15 minutes, or I can do an instant recovery in even less time. The whole process is a thousand times less painful than before; there is no digging through tapes to find the right one. I just pull it up, restore it, and I'm on my way."

## Customer Support

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.

## Easy to Install and Maintain

The ExaGrid system is easy to install and use, and works seamlessly with all of the most frequently used backup applications, so an organization can retain its investment in existing applications and processes.

## About ExaGrid

ExaGrid provides hyper-converged secondary storage (HCSS) for backup with a unique landing zone and scale-out architecture. The landing zone enables the fastest backups, restores, and instant VM recoveries. The scale-out architecture includes full appliances in a scalable system and ensures a fixed-length backup window as data grows, eliminating expensive and disruptive forklift upgrades. Learn more at [www.exagrid.com](http://www.exagrid.com).

In addition, ExaGrid appliances can be used at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories for disaster recovery.

## Veeam-ExaGrid Combined Deduplication

Veeam uses the information from VMware and Hyper-V and provides deduplication on a "per-job" basis, finding the matching areas of all the virtual disks within a backup job and using metadata to reduce the overall footprint of the backup data. Veeam also has a "dedupe friendly" compression setting, which further reduces the size of the Veeam backups in a way that allows the ExaGrid system to achieve further deduplication. This approach typically achieves a 2:1 deduplication ratio.

ExaGrid is architected from the ground up to protect virtualized environments and provide deduplication as backups are taken. ExaGrid will achieve a 3:1 up to 5:1 additional deduplication rate with the net result of a combined Veeam and ExaGrid deduplication rate of 6:1 upwards to 10:1, greatly reducing the amount of disk storage required.

## The ExaGrid and Veeam Joint Solution

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 Backup & Replication's built-in source-side deduplication in concert with ExaGrid's disk-based backup system with zone-level deduplication to further shrink backups.

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