



# MLSListings Gains Reliable Backup After Switch to ExaGrid-Veeam Solution

CUSTOMER SUCCESS STORY



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**Richard Ding**  
Network Engineer

## Key Benefits:

- ExaGrid-Veeam solution resolved issue of backup windows that surpassed 24 hours
- Deduplication is the “secret sauce” that allows MLSListings to get “more usage” out of backup storage
- IT staff feels confident in reliability of backup solution, with aid of ExaGrid Support

## Customer Overview

MLSListings Inc. is where real estate property listings originate, as the authorized trading platform for real estate professionals. Its customers are REALTORS®, brokers, and agents throughout northern California, specializing in the counties of Monterey, San Benito, San Mateo, Santa Clara, and Santa Cruz. Approximately 16,000 real estate professionals in over 6,000 firms representing 28,000 square miles conduct business utilizing the MLS platform, which provides the most up-to-date and accurate information available to buyers, sellers, and those seeking real estate information.

## Updating Backup with ExaGrid-Veeam Solution

MLSListings had been struggling with slow tape backup and was in the process of virtualizing its IT environment, so it decided to look into a disk-based backup system. The company’s trusted technology provider recommended Veeam and ExaGrid as a more modern backup solution, and MLSListings purchased both.



From the beginning, Richard Ding, network engineer at MLSListings, has appreciated the support he receives from ExaGrid. “As far as the IT department, I’m a one-man shop, maintaining the network as well as our hardware and software. Working with my ExaGrid support engineer has been so helpful, especially getting our ExaGrid installed and configured to work with Veeam. There was a limited window to get everything installed at the colo data center we use, and my ExaGrid support engineer worked on it remotely and talked me through the process over the phone. It ended up being a very simple process with minimal downtime to get the job done.”

## Deduplication: The ‘Secret Sauce’ of Backup

Ding backs up MLSListings’ data on a daily basis, which had been nearly impossible with tape. “One of the major reasons we needed a new backup solution was because we could not finish our backups within a 24-hour window using tape, which defeats the whole

purpose of backup. This issue has been resolved since we switched out the older technology for the newer ExaGrid and Veeam technology,” said Ding.

ExaGrid writes backups directly to a disk 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 while providing full system resources to the backups for the shortest backup window. Available system cycles are utilized to perform deduplication and offsite replication for an optimal recovery point at the disaster recovery site. Once complete, the onsite data is protected and immediately available in its full undeduplicated form for fast restores, VM Instant Recoveries, and tape copies while the offsite data is ready for disaster recovery.

Introducing data deduplication to the backup environment has allowed Ding to get “more usage” out of the backup storage.



“Deduplication is the secret sauce of the ExaGrid backup solution,” said Ding. 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 up to 5:1 additional deduplication rate. The net result is a combined Veeam and ExaGrid deduplication rate of upwards to 10:1, which greatly reduces the amount of disk storage required.

## Backups No Longer Dominate Workday

One of the features that Ding appreciates most about working with ExaGrid is the high level of customer support that it provides. “My ExaGrid support engineer has been working with me since day one. I’m always able to reach out to him directly and he always responds quickly, which is very different than what I’ve experienced working with other vendors who assign a ticket and then don’t call back in a timely manner. My ExaGrid support engineer actually calls me if there is an issue with the system, thanks to ExaGrid’s ‘phone home’ feature which will send an alert and also notify my engineer to remotely log in and check out the system. It keeps the maintenance simple.

“Backup is so important, and keeping data without a backup plan is like driving on the highway without car insurance. When I first started my career in IT, I had to manually check our backup jobs every morning, and sometimes it took half a day to resolve an issue. Now, I have so many tasks as a network engineer and backup is not the portion of my work that I worry about, thanks to the reliability of the ExaGrid-Veeam solution,” said Ding. “My ExaGrid support engineer not only helps to resolve issues, but also teaches me the best practices to get the most out of the solution. No matter how great a product is, a good support engineer is essential, and it’s been incredible to have someone so knowledgeable to work with,” he added.

## About ExaGrid

ExaGrid provides intelligent hyperconverged storage 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).

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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 level 2 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 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. ExaGrid fully leverages Veeam’s built-in backup-to-disk capabilities, and ExaGrid’s adaptive data deduplication provides additional data 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 adaptive deduplication to further shrink backups.



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