

Mannatech Slashes Backup Window by 50% with ExaGrid Disk-Based Backup

CUSTOMER SUCCESS STORY



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Doug Bridges
Network Engineer
Mannatech, Inc.

Customer Overview

Based in Coppell, Texas, Mannatech, Inc. develops high-quality health, weight and fitness, and skin care products that are based on the solid foundation of nutritional science and development standards. These proprietary products are available through independent sales associates in 17 countries around the globe.

High Costs, Slow Backups and Restores with Tape

Mannatech's IT department had been backing up the company's fast-growing data to tape but struggled with slow backup and restore times and the high cost of purchasing, transporting and storing tape.

"Tape was expensive to purchase and time consuming to manage. We had been spending nearly \$6,000 a quarter on tape alone and even more on transportation and offsite storage costs," said Doug Bridges, network engineer at Mannatech. "Our backup times were also extremely long, and restores were difficult because we often had to call back tapes from storage to retrieve and restore files. We finally decided that enough was enough and began looking for a more cost-effective backup approach that could speed backups and restores."

Mannatech purchased an ExaGrid disk-based backup system with data deduplication after looking at several different solutions on the market. The ExaGrid system works along with Symantec NetBackup to backup all the company's data, including SQL, flat files, .zip files, Linux and Windows data.

Backup Window Slashed by 50%, Data Deduplication Ratios as High as 28:1

"ExaGrid's data deduplication approach was a big factor in our decision," said Bridges. "Unlike other solutions that deduplicate the

data as it is being backed up, the ExaGrid system processes the data after it hits the landing zone so that backups run as fast as possible. Our deduplication ratios run as high as 28:1 for SQL data, and we've been extremely pleased with the performance." Mannatech performs a full backup of the firm's 14TB of data each night. Backups had been running up to 20 hours a day with tape but since installing the ExaGrid system, backup times have been reduced to less than ten hours.

"Our backups are now far more efficient and restores are faster, too. ExaGrid's data deduplication technology does a fantastic job at reducing our data so we're able to keep 30 days of retention. Now, we can restore files instantaneously. With tape, if we tried to restore a file that was over a day old, we had to recall the tape from storage and then go through a whole process to get the information back. The difference is like night and day," Bridges said.

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



Easy Setup and Installation, Industry-leading Customer Support

"The ExaGrid system also saves me a considerable amount of time on management and administration. I used to spend two hours a day simply dealing with tape. Now, I spend about an hour a week managing the ExaGrid system. We also are saving lots of money on tape and related expenses," said Bridges.

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 dedicated 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 team is second to none. Our support engineer was a great deal of help during the installation process and he continues to provide a high level of service to us today," said Bridges. "I like the fact that we have the same point of contact every time we call in."

Scalability to Handle Increased Demand

The ExaGrid system can easily be expanded to accommodate more data. ExaGrid's GRID computing software makes the system highly scalable, and when plugged into a switch, different sized configurations can be mixed and matched into a single GRID system with capacities of up to a 130TB full backup plus retention. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

"Scalability is extremely important to us because we're always grappling with data growth. Since we implemented the ExaGrid system, we've scaled it up twice to meet increased demand," said Bridges. "Since installing the ExaGrid system, we spend a lot less time worrying about backups. It's a solid system and it addressed the pain points we had with our backups. We're now able to back everything up in plenty of

time, we're saving on our tape and tape-related costs, and restoring data is far easier than with tape. We've been pleased with the system."

ExaGrid and Symantec NetBackup

Symantec NetBackup delivers high performance data protection that scales to protect the largest UNIX, Windows, Linux and NetWare environments. With complete protection from remote office to center to vault, NetBackup offers a single console for all backup and recovery operations. Organizations using NetBackup can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as NetBackup, providing faster and more reliable backups and restores. In a network running NetBackup, 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 SATA drives with zone-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. 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 standard SATA drives.

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 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.