

Millennium Technology Group Speeds Backups and Restores with ExaGrid

CUSTOMER SUCCESS STORY



Millennium
Technology Group

"Our support engineer has been responsive to our inquiries and very proactive. ExaGrid's support is a model for how all support organizations should work."

Lester Steele
Network Engineer
Millennium Technology Group

Customer Overview

Millennium Technology Group was founded in 1997 as an internal solution for Rosen Hotels & Resorts. Today, the company provides comprehensive computer network solutions and services including network design, wireless Internet, desktop software and hardware upgrades, computer training, and server overhauls ranging from wire management, hubs, routers, and switches to complete computer room planning. The company is also a leading provider of telecommunications and technology for Orlando area conventions and trade shows.

Search for Alternative to Tape Led to ExaGrid

The IT staff at Millennium Technology Group began looking for an alternative to tape in an effort to alleviate ongoing tape issues and long backup times.

"We had reached the end of the line with our tape backup system," said Lester Steele, network engineer at Millennium Technology Group. "We were experiencing all sorts of tape problems, but our biggest challenge was our backup window. Our backups were running continuously, and we had trouble keeping up. Our backup jobs often failed because they were exceeding 24 hours, and the new jobs would kick off before the old ones were finished."

ExaGrid Works with Existing Backup Application, Provides Effective Data Deduplication

After looking at several different solutions, Millennium Technology Group decided to purchase a disk-based backup system with data deduplication from ExaGrid. The ExaGrid system works along with the firm's existing backup application, Symantec Backup Exec.

"The ExaGrid system fit right into our existing infrastructure, and it works seamlessly with Backup Exec. That helped with the learning curve and kept the system's acquisition cost down," said Steele. "We also looked carefully at different data

deduplication technologies and decided that ExaGrid's approach was the most efficient. ExaGrid's post-process approach dedupes the data after it hits the landing zone so that the server performance isn't affected and the backup times are the fastest possible," Steele said.

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.

Since installing the ExaGrid system, Steele said that Millennium's backups are now completed well within the company's backup windows and restores are faster and far easier, too.

"Our backups absolutely fly now that we've installed the ExaGrid system. We're able to finish our backups in plenty of time," he said. "Restores are also far less time consuming and more reliable than with tape. We can just point and click to restore a file."

Fast Installation, Responsive Customer Support

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

EXAGRID[™]

who are dedicated to individual accounts. The system is fully supported and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

“The ExaGrid was very user-friendly right from the start. The system was delivered as promised, and then I met with our customer support engineer who set it up and showed me how to use it,” said Steele. “Our support engineer has been responsive to our inquiries and very proactive. If the system needs maintenance, he contacts me and makes sure that it’s done correctly. ExaGrid’s support is a model for how all support organizations should work.”

Steele said that he saves hours each week on management and administration since installing the ExaGrid system.

“The ExaGrid has run flawlessly since we set it up, and it saves me tons of time compared to our old tape library. It’s a very hands-off system. I just monitor it to make sure that things are running smoothly and our backups are completed correctly each night,” he said.

Scalability to Easily 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.

“Like most organizations, our data continues to grow, so it’s nice to know that we can just plug another ExaGrid system into the GRID to handle more data,” said Steele said. “Backing up data to the ExaGrid system is so much easier than backing

up to tape. Having the ExaGrid in place enables me to be more effective in my job because I can now use the time I used to spend on troubleshooting backups to focus on other things. Also, we have a greater sense of security just knowing that our data is backed up correctly and easily accessible.”

ExaGrid and Symantec Backup Exec

Symantec Backup Exec provides 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. High performance agents and options provide fast, flexible, granular protection and scalable management of local and remote server backups.

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.