



# Switch to ExaGrid-Veeam Solution Cuts NMC Healthcare's Backup Window in Half

CUSTOMER SUCCESS STORY



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**Dale Fernandez**  
Senior Systems Engineer



UNITED ARAB  
EMIRATES

## Key Benefits:

- NMC Healthcare switches to ExaGrid-Veeam solution after struggle with Veritas appliance
- ExaGrid-Veeam solution cuts backup window in half
- Quick restores give IT staff confidence that they can 'meet their RPO and RTO'
- Proactive ExaGrid Support helps monitor and maintain system

## Customer Overview

Established in 1974, NMC Healthcare is the largest private healthcare company in the UAE and ranks amongst the leading fertility service providers in the world. Over the last 46 years, NMC has earned the trust of millions, thanks to its personalized care, genuine concern and a sincere commitment to the overall well-being of the patient.

## Impressive POC Leads to ExaGrid Replacing Veritas Appliance

The IT staff at NMC Healthcare had been backing up its data to a Veritas NetBackup appliance, using the NetBackup software. The IT staff struggled with long backups and slow restores and decided to look into other options for the backup environment. "We were looking for a solution that offered a faster backup and restoration process," said Dale Fernandez, the healthcare company's senior systems engineer. "We had an impressive proof-of-concept (POC) with Veeam and ExaGrid, and we realized that the combined solution offers better backup performance. When we compared our Veritas appliance with ExaGrid, the results were incredible; it took ExaGrid minutes to complete a backup job that took an hour using Veritas."

Fernandez has found that the ExaGrid-Veeam solution has worked well in the company's mostly virtualized environment, which incorporates both VMware and a Hyper-V infrastructure. 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. 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.



## Backup Window Cut in Half

Fernandez backs up the company's critical applications, file servers, and VMs on a daily, weekly, monthly, and yearly basis. On average, the data is backed up in 60 different backup jobs each day. Fernandez is impressed with the speed of the backups now that the ExaGrid-Veeam solution is in place. "When we were using Veritas, we had backup jobs running 24 hours a day, but now that we use Veeam and ExaGrid, all of our backup jobs are completed within a 12-hour duration."

ExaGrid writes backups directly to a disk-cache 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 so that an RTO and RPO can be easily met. 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.

Fernandez has also found that restoring data is a much speedier process. "I'm very happy with how quickly we're able to restore data from the ExaGrid solution, and I know that we'll meet our RTO and RPO." ExaGrid and Veeam can instantly recover a VMware virtual machine by running it directly from the ExaGrid appliance in the event that the primary storage VM becomes unavailable. This is possible because of ExaGrid's Landing Zone – a high-speed disk cache on the ExaGrid appliance that retains the most recent backups in complete form. Once the primary storage environment has been brought back to a working state, the VM running on the ExaGrid appliance can then be migrated to primary storage for continued operation.

## Reliable Backup Solution with Proactive Support

Fernandez appreciates the reliability of the ExaGrid system and the easy maintenance, especially with help from his ExaGrid support engineer. "ExaGrid is an excellent product and it's straightforward to use, even the installation and configuration was a smooth process. ExaGrid support is very proactive; our support engineer monitors our system and will notify us if there are any hardware issues, and sends us a replacement part right away if we need it," he said.

"As a backup administrator, my primary objective is to ensure that backup jobs are completing and that they can be restored to meet our RTO and RPO requirements. Using the combined solution of ExaGrid and Veeam has helped in achieving those objectives," said Fernandez.

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.

## About ExaGrid

ExaGrid provides tiered backup storage with a unique disk-cache Landing Zone, long-term retention repository and scale-out architecture. ExaGrid's Landing Zone enables the fastest backups, restores, and instant VM recoveries. The retention repository offers the lowest cost for long-term retention. ExaGrid's scale-out architecture includes full appliances in a scalable system. Learn more at [www.exagrid.com](http://www.exagrid.com).

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