

# North Attleborough Public School System Cuts Backup Window by 50%

CUSTOMER SUCCESS STORY



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Wayne Booth  
Technology Assistant  
North Attleborough Public Schools

## Key Benefits:

- Backup times reduced from fourteen hours to seven hours
- Backup jobs run 'flawlessly'
- Works with the school district's existing backup application
- ExaGrid engineer is easy to reach and very experienced with Backup Exec
- No finger pointing; engineer understands the whole implementation, not just the ExaGrid hardware
- ExaGrid's GRID architecture provides easy scalability to meet increased backup demands

## Customer Overview

The North Attleborough Public Schools serve the town of North Attleborough, Massachusetts. North Attleborough is located on the Massachusetts-Rhode Island border, and the district serves approximately 4,400 students from preschool to high school.

## Time-Consuming Backups Strained Network and IT Staff

Before the North Attleborough Public Schools migrated its backups from straight disk to the ExaGrid system, the district's backup jobs were running over 14 hours each night, and its IT staff was spending countless hours maintaining and managing backups.

"We had been backing up to disk drives hanging off of our server farm, and the long backup times were impacting our network," said Wayne Booth, technology assistant for the North Attleborough Public Schools. "As our backup times stretched longer and longer, it became clear to us that we needed a better way to back up our infrastructure, which includes both physical and virtual servers. After researching different approaches, we decided on the ExaGrid system because it's tried and true, and purpose-built for backup."

## Purpose-built ExaGrid System Automatically Reduces Stored Data

The ExaGrid system works along with the school district's existing backup application, Symantec Backup Exec, to back up and protect data from multiple school buildings, including business and financial data, as well as student and faculty files.

"We liked the fact that as a company, ExaGrid has a singular focus on backup," said Booth. "Also, we were very impressed with its data deduplication technology, and we've had great success with it. We're

seeing deduplication ratios as high as 28:1, which enables us to maximize the amount of data we store on the system."

ExaGrid combines standard compression along with zone-level data deduplication, which stores changes from backup to backup instead of storing full file copies. ExaGrid delivers extremely fast backup performance because data is written directly to disk, and adaptive data deduplication is performed 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 the changes from backup to backup, requiring minimal WAN bandwidth.

## Faster Restores, Backup Times Cut in Half

Booth said that since installing the ExaGrid system, backup times have been cut in half.

"Our backup times have been reduced from fourteen hours to seven hours, and we don't have to worry about troubleshooting backup jobs anymore because they run flawlessly," he said. "Restores are faster, too, because we can recover files directly from the ExaGrid."

## Assigned Support Engineer Eliminates 'Finger Pointing' Between Vendors

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

The district was first introduced to the customer support engineer assigned to its account during installation, Booth said.

“Our support engineer helped to install the system, and he’s been with us ever since,” said Booth. “We’ve been very happy with ExaGrid’s support model. Our engineer is easy to reach, and he has lots of experience with not only the ExaGrid system, but Backup Exec, too. He’s helped us troubleshoot issues that have come up here and there, and the best thing is that there’s no finger pointing because he understands the whole implementation, not just the hardware. Our customer support engineer really is an extension of our IT staff.”

### Easy Scalability with GRID Architecture

ExaGrid uses a GRID-based configuration, so when the system needs to expand, additional appliances are attached to the GRID, bringing with them not only additional disk but also processing power, memory, and bandwidth. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows. In addition, as new ExaGrid appliances are added to the GRID, the ExaGrid system automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

“Recently, our backup data suddenly exploded, and our support engineer has been working with us to determine whether we’ll need to expand the system,” Booth said. “ExaGrid’s GRID architecture will enable us to easily meet increased backup demands, if needed.”

Booth said the ExaGrid system has exceeded expectations. “We’re now able to back up all of the data from our various buildings quickly and efficiently with very little intervention from our IT staff. We’ve been very happy with the ExaGrid system.”

### Intelligent Data Protection

ExaGrid’s turnkey disk-based backup system combines high quality disk drives with zone-level data deduplication, delivering a disk-based solution that is far more cost effective than simply backing up to straight disk. 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 backing up to straight disk. 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.

### About ExaGrid Systems, Inc.

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

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