



Palestine Investment Bank Backs Up Data 10x Faster After Adding ExaGrid to Environment

CUSTOMER SUCCESS STORY



“There are so many backup solutions on the market that end up providing poor performance, so it has been a great experience to use such an excellent product. I highly recommend ExaGrid to any fellow IT manager!”

Abdulrahim Hasan
IT Manager



Customer Overview

The Palestine Investment Bank (PIB) was established by a group of elite Arab and Palestinian bankers which are known for their superior banking experience that was gained from their global banking exposure. PIB was the first national bank licensed to practice banking services by the Palestinian authority in 1994 and started operations during March 1995, and is currently operating through its head office in Al-Bireh and its nineteen branches and offices located in Palestine.

Backup and Replication Easier After Switch to ExaGrid

The Palestine Investment Bank had used Veeam to back up to SAN storage, backing up on servers, and then replicating data offsite. The bank’s IT staff found that managing the SAN storage was difficult and any issues with the operating system would affect the backup jobs. “When we used the SAN storage and the servers, we had to configure the LANs as hard drives, and when any problem occurred with our operating system, our backups would go down,” said Abdulrahim Hasan, Palestine Investment Bank’s IT manager.

A partner recommended ExaGrid as a better storage solution for the bank’s backups. The bank’s IT staff were skeptical about ExaGrid at first, but were impressed by ExaGrid’s backup performance during evaluation. “At first we were afraid to try ExaGrid, but once we tested it, we realized how well it works in our backup environment and decided to back up all of our critical applications to the ExaGrid system,” said Hasan.

The Palestine Investment Bank installed an ExaGrid system at its primary site that replicates data to a second ExaGrid system at its disaster recovery (DR) site. “Replication goes so smoothly now,” said Hasan. “We were surprised at how quickly we were able to install the systems at both locations and how easy it was to set up and manage replication, which had been a challenging process before we used ExaGrid.”

The ExaGrid system is easy to install and use and works seamlessly with all of the most frequently used backup applications, so



an organization can retain its investment in existing applications and processes. In addition, ExaGrid appliances can be used at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories for DR.

Running a VM from ExaGrid’s Landing Zone

Hasan backs up critical data such as the bank’s applications and file servers on a daily, monthly, and yearly basis. He has found that is easy to restore data from ExaGrid’s Landing Zone. “We back up all of our servers as an image,” he explained. “By using this method, we were able to restore a production server within minutes and use it from the ExaGrid system itself for the entire workday, and then we migrated the server to the SAN. ExaGrid’s ability to run a VM from its Landing Zone is important for business continuity and to meet our RTO.”

ExaGrid and Veeam can instantly recover a VMware virtual machine (VM) by running it directly from the ExaGrid appliance in the event that the primary storage VM becomes unavailable. This is possible because of

Key Benefits:

- Since switch to ExaGrid, backups are 10-15x faster
- Restoring VMs from Landing Zone is important for business continuity and to meet RTO’
- Bank is able to deduplicate as much as 25:1 for storage savings
- Replication to DR site much smoother with ExaGrid



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.

Backup Jobs 10x Faster

Hasan has been impressed with the speed of backup jobs since switching to ExaGrid. "Our backup jobs are so much faster now—most backups are ten times faster, some are even 15 times faster, depending on the data. The longest daily incremental only takes two minutes."

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 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 unduplicated form for fast restores, VM Instant Recoveries, and tape copies while the offsite data is ready for DR.

Impressive Deduplication Results in Storage Savings

Data deduplication has provided significant storage savings for the bank. "We're able to back up 60TB worth of storage on 22TB due to the compression and deduplication that Veeam and ExaGrid provide, which saves on storage capacity," said Hasan. "We're impressed with the dedupe ratios we're seeing from the ExaGrid-Veeam solution; on average, most of the ratios are around 10:1, but some of our data is being deduped as much as 25:1, which is fantastic!"

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.

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.

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.

ExaGrid Provides Proactive Customer Support

Hasan values the high-quality customer support he receives from ExaGrid. "Support from other vendors is often complicated, and usually involves opening a ticket and waiting. ExaGrid's support is unique because it is proactive. Our ExaGrid support engineer calls us when there is a patch or a firmware upgrade," he said. "The ExaGrid system is so stable that I haven't run into any issues, and when I do have a question or need to make an adjustment to the system, our support engineer responds immediately. I'm very satisfied with ExaGrid's customer support."

"It has been a credit to the bank to use ExaGrid as our backup solution; our data is secure and encrypted, and management has noticed the storage savings it provides. There are so many backup solutions on the market that end up providing poor performance, so it has been a great experience to use such an excellent product. I highly recommend ExaGrid to any fellow IT manager!"

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 DR. 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 to further shrink backups.

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