



Parliamentary and Health Service Ombudsman Extends Data Retention with ExaGrid System

CUSTOMER SUCCESS STORY



Parliamentary and Health Service Ombudsman

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Rupesh Halai
Infrastructure Support Engineer



UNITED KINGDOM

Key Benefits:

- Increased data retention possible after easily adding appliance to scale-out system
- Restoring data is 'very quick' using ExaGrid-Veeam solution
- 'Amazing' ExaGrid support takes time to 'get to know site inside and out'
- ExaGrid-Veeam dedupe saves on storage capacity

Customer Overview

The Parliamentary and Health Service Ombudsman is an organization set up by Parliament to provide an independent complaint handling service for complaints that have not been resolved by the NHS in England and UK government departments. The organization shares findings from its casework to help Parliament scrutinise public service providers, and more widely, to help drive improvements in public services and complaint handling.

ExaGrid-Veeam Solution Saves on Storage

The combined solution of ExaGrid and Veeam were already established when Rupesh Halai, infrastructure support engineer, started managing the Parliamentary and Health Service Ombudsman's backups. "ExaGrid and Veeam work very together," said Halai. "The combined ExaGrid-Veeam deduplication helps us save on storage space, and my ExaGrid support engineer is working on upgrading our ExaGrid firmware to a newer version that will provide even better data deduplication, which will make the solution even better."

All of ExaGrid's upgrades and releases are included in its maintenance and support (M&S) packages. ExaGrid's [Version 5.2.2](#) firmware update includes enhanced data deduplication for Veeam backups as well as for CBT and incremental backups, among other benefits.

The combination of ExaGrid's and Veeam's industry-leading virtual server data protection solutions allows customers to utilise 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. 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 with Adaptive Deduplication to further shrink backups.

Reliable Backups and Quick Restores

The Parliamentary and Health Service Ombudsman has a completely virtualized environment, and Halai backs up the organization's data, made up of Windows-based and Linux-based servers, in daily incrementals that create a weekly synthetic full. The data is stored on an ExaGrid system at a primary site that cross-replicates to an ExaGrid system at a secondary site for greater data security.

Halai is pleased that the backups stay within the desired window and are very reliable and easy to manage. He has also found that data is easy to restore using the ExaGrid-Veeam solution. "While we were working on infrastructure changes, we needed to



migrate data to a primary host that moved to another site. Some of the servers were non-existent after the move, and we needed a VM that had been stored to one of those servers, which we were able to restore from a previous backup stored on our ExaGrid system. With a bit of guidance from our ExaGrid support engineer, we were able to restore the VM onto our Veeam server so that we could recover our previous backups. The process was very quick.”

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 disaster recovery.

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. 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.

Scalable Solution Allows for Longer Data Retention

One of the projects that Halai has worked on was improving the backup environment by scaling out the ExaGrid system with an additional appliance. “We were running low on storage so we decided to add an extra appliance to our ExaGrid system. Our customer support engineer was very helpful, from start to finish. We used to keep a month’s worth of backups, but since we expanded our system with a new appliance, we’re able to keep three monthly fulls as well as a month’s worth of daily backups.”

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.

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The ExaGrid system can easily scale to accommodate data growth. ExaGrid’s computing software makes the system highly scalable, and when plugged into a switch, appliances of any size or age can be mixed and matched in a single system with capacities of up to a 2PB full backup plus retention and an ingest rate of up to 432TB per hour. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

‘Amazing’ Customer Support

Halai is impressed with the level of service that his assigned ExaGrid support engineer provides. “Our support engineer is very responsive and always follows up on any questions we might have. He’s been helpful with both installing and upgrading ExaGrid hardware as well as helping us with Veeam. It’s been an excellent experience, working with one support engineer who has gotten to know our site inside and out. ExaGrid provides amazing customer support!” he said.

“The ExaGrid system is easy to use and doesn’t require as much management compared with other solutions, which makes backup administration easier. We’re able to simply check the email report that is sent for each backup job, which makes monitoring very straightforward,” said Halai.

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.