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# ExaGrid Improves Backup Performance and Enhances Data Security For Quds Bank

بنك القدس
Quds Bank

PALESTINE

## Key Benefits:

- Quds Bank installs ExaGrid SEC system to encrypt data at rest

- Quds Bank IT staff find ExaGrid a 'much easier system to manage'

- Improved performance allows Quds Bank to triple daily backup jobs

- ExaGrid's 'wonderful' customer support keeps system updated and running smoothly

"We have seen significant improvement in backup performance since switching to ExaGrid. We are able to finish four backup jobs in the time it had taken one job to finish with our previous solution. ExaGrid's Adaptive Deduplication technology is fantastic!"

**Jihad Daghrah**
Network + Infrastructure Supervisor

## Customer Overview

*Established in Ramallah in 1995, Quds Bank has been a trusted partner for individuals and businesses in Palestine, helping drive their financial success and personal well-being by offering proficient and reliable banking services. The bank runs its main operations through its headquarters located in Ramallah, Al Masyoun, in addition to 39 fully-fledged branches and offices across Palestine (West Bank and Gaza).*

## Quds Bank Switches to ExaGrid for Easier Backup and Replication

Quds Bank had initially installed a disk-based backup appliance to replace tape backups, but over time, the IT staff found that there were better backup solutions available, and decided to look into ExaGrid. "We wanted to try a different approach so we had a demo of an ExaGrid system. We noticed a huge difference in speed and performance, and we also liked ExaGrid's Landing Zone feature. We also had a great experience working with ExaGrid's customer support during the demo," said Jihad Daghrah, the supervisor of network and infrastructure at Quds Bank.

"Another major consideration for us was how well ExaGrid integrated with our backup application, Veeam. It's much quicker and easier to create a share with Veeam using ExaGrid, and replicating data from our primary site to our DR site was a simpler process, too. Our previous solution wasn't a bad system but it required so much more administration, especially when it came to replication and encryption of our data. Using ExaGrid, we are able to manage our data with a few clicks, whether we are creating a share with Veeam, changing our retention, or managing our replication. ExaGrid is a much easier system to manage," said Daghrah.

Veeam's backup solutions and ExaGrid's Tiered Backup Storage combine for the industry's fastest backups, fastest restores, a scale-out storage system as data grows, and a strong ransomware recovery story – all at the lowest cost.

## ExaGrid-Veeam Combined Dedupe

Veeam uses changed block tracking to perform a level of data deduplication. ExaGrid allows Veeam deduplication and Veeam dedupe-friendly compression to stay on. ExaGrid will increase Veeam's deduplication by a factor of about 7:1 to a total combined deduplication ratio of 14:1,

reducing the storage required and saving on storage costs up front and over time.

## ExaGrid Provides Additional Security for Quds

Bank's Data Quds Bank installed an ExaGrid system at its primary site that replicates to a second ExaGrid system at its disaster recovery (DR) site. The bank chose to install ExaGrid's SEC models, which offer encryption at rest, for enhanced data security.

The data security capabilities in the ExaGrid product line, including optional enterprise- class Self-Encrypting Drive (SED) technology on its SEC models, provide a high level of security for data at rest and can help reduce IT drive retirement costs in the data center. All data on the disk drive is encrypted automatically without any action required by users. Encryption and authentication keys are never accessible to outside systems where they can be stolen.

Unlike software-based encryption methods, SEDs typically have a better throughput rate, particularly during extensive read operations. Optional data encryption at rest is available for the EX7000 models and above. Data can be encrypted during replication between ExaGrid systems. Encryption

occurs on the sending ExaGrid system, is encrypted as it traverses the WAN, and is decrypted at the target ExaGrid system. This eliminates the need for a VPN to perform encryption across the WAN.

## Enhanced Backup Performance Triples the Amount of Daily Backup Jobs

Quds Bank has a wide variety of data to back up, and Daghrah manages each type for optimum efficiency. "Each system is on a different schedule; some are backed up as often as three times a day, some only need to be backed up weekly or monthly, based on how often the data changes," he said.

"We have seen significant improvement in backup performance since switching to ExaGrid. We are able to finish four backup jobs in the time it had taken one job to finish with our previous solution. In fact, we are able to fit in more backup jobs each day—we used to backup up 20 VMs per day and now we've been able to increase that to 65 VMs. ExaGrid's Adaptive Deduplication technology is fantastic! The data automatically moves from the Landing Zone to the retention area, and replicates it all in the background, without the need to monitor the process," said Daghrah.

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 for a strong recovery point (RPO). As data is being deduplicated to the repository, it can also be replicated to a second ExaGrid site or the public cloud for disaster recovery (DR).

## ExaGrid-Veeam Solution Provides Confidence in VM Recovery

"At one point, I booted a VM to restore a file server and then was able to migrate it on to an ESXi host, and it was a very fast process. I've also tried other types of VMs, such as a Windows VM and a Red Hat VM, and they all work very well, even VMs with databases. Using the ExaGrid has me confident in our backups and the ability to restore any data we might need," said Daghrah.

ExaGrid and Veeam can instantly recover a file or VMware virtual machine by running it directly from the ExaGrid appliance in the event that the file is lost, corrupted or encrypted or the primary storage VM becomes unavailable. This instant recovery is possible because of ExaGrid's Landing Zone – a high-speed disk cache on the ExaGrid appliance that retains the most recent backups in their complete form. Once the primary storage environment has been brought back to a working state, the VM backed up on the ExaGrid appliance can then be migrated to primary storage for continued operation.

## ExaGrid Offers 'Wonderful' Customer Support

Daghrah is pleased with level of support he receives from his ExaGrid engineer. "My ExaGrid support engineer is wonderful! He keeps our ExaGrid systems updated and helps us resolve any issue that comes up. ExaGrid has a great support team, which is a huge benefit to using that backup solution."

"ExaGrid runs so well that I can almost forget about it. If an issue does come up, the system will send me an email, and my support engineer will help me work through it. It's saved me so much time on backup management, especially compared with our previous solution," said Daghrah.

The ExaGrid system was designed to be easy to set up and operate. ExaGrid's industry-leading level 2 senior support engineers are assigned to individual customers, ensuring they always work with the same engineer. Customer's never have to repeat themselves to various support staff, and issues get resolved quickly.

## About ExaGrid

ExaGrid provides Tiered Backup Storage with a unique disk-cache Landing Zone that enables fastest backups and restores, a Repository Tier that offers the lowest cost for long-term retention and enables ransomware recovery, and scale-out architecture which includes full appliances with up to 2.7PB full backup in a single system.

Learn more at **www.exagrid.com**.