RizePoint's Backup Window is 5x Shorter after Switch to ExaGrid-Veeam Solution

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>
> **Jeremy Williams**
> **IT Director**

Key Benefits:

- ExaGrid-Veeam Accelerated Data Mover increases backup performance over RizePoint's prior solution
- Using ExaGrid saves time spent on backup management
- RizePoint now restores data six times faster than it used to
- ExaGrid upgrades system remotely and quickly; outage windows no longer needed for maintenance

Customer Overview

RizePoint offers a proven SaaS solution for quality, compliance, and supplier management programs. With their time-tested quality management software, they empower users to create a hub of valuable compliance information that helps align organizational focus on keeping brand promises. The company is dedicated to helping customers gain visibility and spot trends as they build proactive quality management programs. RizePoint has been serving their customers for over 20 years from their headquarters in Salt Lake City, Utah.

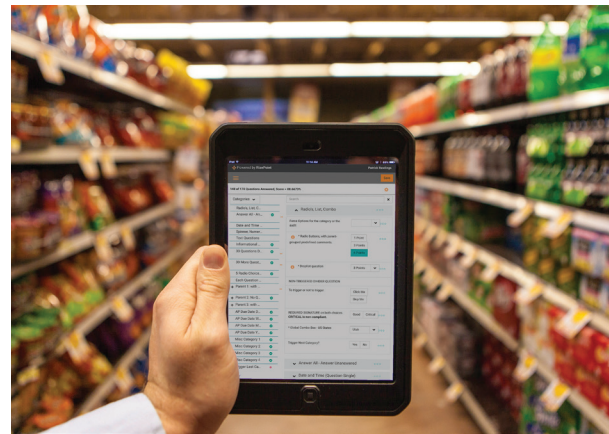## Scalable ExaGrid System Offers Better Integration with Veeam

RizePoint had been backing up its data to a NetApp array and an Exablox device using Veeam. Jeremy Williams, RizePoint's IT director, found that synthetic full backups took too long using this solution and looked for a product that would integrate better with Veeam.

"Our value-added reseller recommended ExaGrid, and we were very interested in the ExaGrid-Veeam Accelerated Data Mover as well as the dramatic speed increases that would be possible by switching to ExaGrid," said Williams. "The ExaGrid sales team took the time to get to know our infrastructure, pain points, and what was happening with our existing solution. The team did a thorough evaluation of our data and backup windows in order to give us the best solution possible. It was very helpful."

Scalability was also a major consideration in RizePoint's decision to replace its solution. "Our company is growing very quickly; we're adding many new customers, so our data needs have been expanding. ExaGrid's ability to scale out by simply adding new hardware to the system was something that we weighed during the sales process. It was an important consideration in planning for our data growth," said Williams.

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

appear as a single system to the backup server, and load balancing of all data across servers is automatic.

Backup Windows are 5X Shorter and Restores are 6X Faster

Williams found that installing the new ExaGrid system was a simple process. "The ExaGrid appliance was delivered to our data center, and thanks to the straightforward instructions, our IT team installed and connected it to our network very quickly. Our ExaGrid support engineer explained everything clearly and helped us integrate the system with Veeam." 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 seamlessly retain its investment in existing applications and processes.

RizePoint's data is backed up in daily incrementals and weekly synthetic fulls, and database transaction logs are backed up

every 15 minutes. Most of its data consists of standard Microsoft servers and large databases. RizePoint's environment is completely virtualized, making ExaGrid and Veeam an ideal solution to manage and store its backups.

Since switching to ExaGrid, Williams has found that he no longer worries about backup windows being too long. "It sometimes took up to 20 hours to create the synthetic full backup on our previous hardware. That's been cut down to four hours with our ExaGrid system. The biggest difference we've noticed is its speed—both backups and restores are much faster. We were able to restore 100GB of data back to a server, and get it up and running again in less than ten minutes from ExaGrid. Restoring that amount of data would have taken over an hour with our previous solution! The major impact of switching to ExaGrid is that we don't worry about our backup storage anymore. We know that backups will be fast and that the system is reliable."

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 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.

Because ExaGrid writes backups directly to a disk landing zone, inline processing is avoided and the highest possible backup performance is ensured, 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 undeduplicated form for fast restores, VM Instant Recoveries, and tape copies while the offsite data is ready for disaster recovery.

Well-Supported System Saves IT Staff Time

Williams appreciates how easy it is to manage the ExaGrid system, especially with the help of ExaGrid customer support. "Our ExaGrid support engineer has been great to work with. The service and

support that we're getting from the company is excellent, and that's just as important to us as the hardware. Our support engineer is proactive and will send us an email to let us know when a new version of the software is out, detailing the new features and asking when he can upgrade our system. He takes care of everything and keeps us up-to-date. With most other vendors, you have to schedule an outage window to perform that maintenance, but our ExaGrid support engineer is able to upgrade us remotely and quickly, usually in just half an hour.

"We get automated emails each day that give us status updates on our backup jobs and system health, so it has been very easy to manage. When we were using NetApp, we had to manually perform maintenance on it just to keep our backups running normally. Switching to ExaGrid has saved us time on managing our backup environment, and it's been running great," said Williams.

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.

ExaGrid and Veeam

Williams has been impressed with ExaGrid's integration with Veeam. "It was easy to get our ExaGrid system set up and working with Veeam. It's obvious that the two companies have worked together to create a great solution that works very well."

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. ExaGrid fully leverages Veeam's built-in backup-to-disk capabilities, and ExaGrid's zone-level 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 zone-level deduplication to further shrink backups.

About ExaGrid

ExaGrid provides hyper-converged secondary storage (HCSS) for backup with a unique landing zone and scale-out architecture. The landing zone enables the fastest backups, restores, and instant VM recoveries. The scale-out architecture includes full appliances in a scalable system and ensures a fixed-length backup window as data grows, eliminating expensive and disruptive forklift upgrades. Learn more at **www.exagrid.com**.