

Reliability Is #1 for IT Team at Sarasota County Sheriff's Department

CUSTOMER SUCCESS STORY



"The system does what it's supposed to do. I'll be honest, there are times that I don't even look at the portal unless I receive a failure notification – that's how confident I am in its reliability. And in IT, the number one thing that you want in any product is to know what you're using works."

Felipe Cortes
Senior Systems Analyst

Key Benefits:

- Simple UI and reporting are very user friendly
- Easy to use, fast, and reliable
- Deduplication maximizes capacity, 'better bang for your buck'

Customer Overview

Sarasota County is located on Florida's Gulf Coast and has a jurisdiction that encompasses 572 square miles. The county is home to 387,000 residents, rising to over 500,000 during winter months. The Sarasota County Sheriff's Department has nearly 1,000 sworn and civilian employees. The Sheriff's Office is accredited by the Commission for Florida Law Enforcement Accreditation (CFA) and the Florida Corrections Accreditation Commission (FCAC).

'Solid Workhorse' Provides Reliable Backups and Restores

The Sarasota County Sheriff's Department has been using ExaGrid as its disk-based backup system for six years, running Veritas Backup Exec to back up the Department's file servers and physical servers, and VMware SRM for its VMs.

"Doing backup in the past at other organizations before the Sheriff's Department, I used Backup Exec to a NAS device, and we copied what we needed to tape. Back then, I didn't have any of the fancy features like data deduplication; it was raw data in its native form, so it was pretty easy to hit capacity," said Felipe Cortes, senior systems analyst at Sarasota County Sheriff's Department.

"I started with the Department at the time that the ExaGrid system was installed, and it's been a solid workhorse. We haven't run into a single issue that's been due to the ExaGrid. It's a pretty simple UI and very user friendly," Cortes said. "We've had to do a decent amount of restores, and as far as ease of use and speed, it's solid."

Intelligent Data Protection

"Deduplication is a nice feature. I'm currently backing up about 9.4TB and space consumed is 4.6TB. Being able to store that extra amount of data is great – it's a much better bang for your buck," Cortes said.

ExaGrid's turnkey disk-based backup system combines enterprise SATA/SAS 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 patented zone-level deduplication reduces the disk space needed by a range of 10:1 to 50:1 by storing only the unique bytes across backups instead of redundant data. Adaptive deduplication performs deduplication and replication in parallel with backups while providing full system resources to the backups for the fastest backups and, therefore, the shortest backup window. As data grows, only ExaGrid avoids expanding backup windows by adding full appliances in a GRID. ExaGrid's unique landing zone keeps a full copy of the most recent backup on disk, delivering the fastest restores, VM boots in seconds to minutes, "Instant DR," and fast tape copy. Over time, ExaGrid saves up to 50% in total system costs compared to competitive solutions by avoiding costly "forklift" upgrades.

What You See Is What You Get

Cortes likes the simplicity of the ExaGrid, "It's very 'what you see is what you get.' The landing page shows you the landing zone, the retention, and deduplication ratios. I have reports enabled to be sent to me overnight when jobs are completed, and again, they're pretty simple.

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‘Excellent’ Customer Support

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.

“I haven’t had to call ExaGrid’s customer support much, but the few interactions I have had have been excellent. It’s not something that I’ve had to use a lot because the product just works.

“We’ve never had any problems with disk errors or hardware components going out. We’ve had occasional power issues in the building, but we have the UPS. At one point, we did have an extended outage where we had to power the units down, and I was a little worried. I think storage is the last thing that people turn off because you fear that when it comes back up, something is going to hiccup. The appliances hadn’t been off in probably two years before that, but they came right up and just kept going like nothing ever happened. Again, that’s what IT values the most,” said Cortes.

Scalability in Parallel with Data Growth

The ExaGrid system can easily scale to accommodate data growth. ExaGrid’s GRID 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 GRID system with

capacities of up to a 1PB full backup plus retention and an ingest rate of up to 200TB per hour. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

Easy to Install and Maintain

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 their 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 disaster recovery.

ExaGrid and Veritas Backup Exec

Veritas Backup Exec provides cost-effective, high-performance, and certified disk-to-disk-to-tape backup and recovery – including continuous data protection for Microsoft Exchange servers, Microsoft SQL servers, file servers, and workstations. High-performance agents and options provide fast, flexible, granular protection and scalable management of local and remote server backups.

Organizations using Veritas Backup Exec can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Veritas Backup Exec, providing faster and more reliable backups and restores. In a network running Veritas Backup Exec, using ExaGrid in place of a tape backup system is as easy as pointing existing backup jobs at a NAS share on the ExaGrid system. Backup jobs are sent directly from the backup application to the ExaGrid for backup to disk.

About ExaGrid

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.

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