'Absolutely Amazing' ExaGrid-Veeam Solution Quadruples Security Central's Data Retention

Customer Overview

Security Central, a division of Lake Norman Security Patrol, Inc., is an independent alarm monitoring service located in North Carolina. Security Central has grown to be one of the largest central stations in the U.S., operating in all 50 states and providing monitoring and dispatch services to over 1,500 security companies with over 340,000 accounts. The alarm handling is managed out of UL-listed facilities that feature environment-controlled computer rooms with redundant backups.

ExaGrid-Veeam Solution Replaces Aging Unitrends System

Security Central had been backing up its data to a Unitrends appliance for a number of years, and once it reached capacity and could no longer accommodate backing up all of the company's servers, the IT staff knew they had outgrown that solution. The Security Central team considered upgrading to a newer Unitrends system, but Unitrends had been charging extra fees for supporting the aging appliance, and the IT staff felt that the value of the solution did not substantiate Unitrends' pricing.

Art Piwcio, director of infrastructure and development, reached out to Security Central's IT reseller, who recommended replacing their Unitrends system with an ExaGrid-Veeam solution. "We wanted to replace our infrastructure and consolidate down to a hyper-converged solution. Our reseller recommended Veeam, and told us that ExaGrid was the best backup storage system to run behind it – that they are absolutely wonderful together. His recommendation was good enough for me, so we installed both products in our data center.

"The ExaGrid system we purchased had much more storage capacity than the Unitrends system we'd been using, so we weren't worried about exceeding capacity, especially since our reseller emphasized ExaGrid's scalability. He told us that if we ran low on space, or if our UL regulations changed, all we'd need to do is plug in another ExaGrid appliance, and that would increase our storage as well as maintaining the speed of our backups and restores. We

were so shocked, we almost wanted to buy another one just to try it out! It's not that simple with other backup storage solutions," said Piwcio.

Unlike other solutions, all of ExaGrid's appliances contain not just disk but also processing power, memory, and bandwidth. When the system needs to expand, additional appliances are simply attached to the existing system. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows, with customers paying for what they need when they need it. In addition, as new ExaGrid appliances are added to the existing system, ExaGrid automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the system.

'Amazing' Deduplication Quadruples Data Retention

Piwcio backs up Security Central's data in daily incrementals and weekly fulls. "The first time that we backed up our data to ExaGrid using Veeam, we couldn't get over the speed of the backups and how well they worked. Veeam's Data Mover feature that ExaGrid

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> **Director of Infrastructure and Development**

Key Benefits:

- Security Central increases backup retention from *some* data for two weeks to *all* data for eight weeks
- ExaGrid-Veeam Accelerated Data Mover significantly increases speed of backups
- 'Fantastic' ExaGrid customer support provides expertise on entire backup environment

integrated into its product is incredible – it certainly moves the data, that's for sure!"

ExaGrid writes backups directly to a disk 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. Additionally, ExaGrid has integrated the Veeam Data Mover so that backups are written Veeam-to-Veeam versus Veeam-to-CIFS, which provides a 30% increase in backup performance. ExaGrid is the only product on the market that offers this performance enhancement.

"When we checked the reports from our ExaGrid system, we were astonished that the backup took up hardly any space at all, so we started backing up our entire infrastructure, and thanks to data deduplication, we're using just 40% of capacity. It's absolutely amazing! We'd been limited to keeping two weeks of our smaller backups with Unitrends, and now we easily keep eight weeks of all of our data, and have plenty of space to keep more, if we want to," said Piwcio.

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.

ExaGrid is architected from the ground up to protect virtualized environments and provide deduplication as backups are taken. ExaGrid will achieve a 3:1 to 5:1 additional deduplication rate. The net result is a combined Veeam and ExaGrid deduplication rate of 6:1 upwards to 10:1, which greatly reduces the amount of disk storage required.

'Fantastic' Customer Support

Piwico values the expert advice that he and the IT staff receive from their assigned ExaGrid support engineer. "We were having some issues after a firmware upgrade, and our support engineer helped us work through a quirk that needed correcting; everything's been rock-solid since. When you call customer support at other companies, sometimes it takes weeks to get a response, but ExaGrid support is responsive and helpful, even when it comes to questions on other aspects of our backup environment, such as Veeam. The support is just fantastic; I wish every company offered support like that."

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 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**.