

Springfield Clinic Chooses ExaGrid to Keep Pace with Growing Data Volumes and Retention Requirements

CUSTOMER SUCCESS STORY



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Kevin Jordan
Systems Administrator
Springfield Clinic

Key Benefits:

- Retention increased from 2 to 12 months
- Restores done in a few keystrokes
- Scalable architecture provides for system expansion as data increases
- Works 'flawlessly' with CA ARCserve

Customer Overview

With more than 375 physicians and mid-level providers practicing in nearly 80 medical specialties and sub-specialties, Springfield Clinic serves a population of nearly one million patients throughout the central Illinois region.

Need for More Retention, Less Management Led to ExaGrid

Springfield Clinic began looking for an alternative to tape in an effort to increase retention and reduce the amount of man hours its IT department was spending on managing backups each week.

"As a healthcare provider, we need to have access to a significant amount of retention to adhere to HIPAA regulations," said Kevin Jordan, systems administrator at Springfield Clinic. "With our old tape solution, we were only able to keep about two months of data on hand without having to go back to our archived tapes. Finally, we decided to look for a new solution capable of improving retention and accessibility to stored data."

Cost-Effective ExaGrid System Improves Retention, Backup Efficiency

Springfield Clinic chose ExaGrid after also considering products including Quantum and EMC's Data Domain and Avamar. The clinic installed a single ExaGrid unit, then added a second, and is planning to install a third later this year. The units provide primary backup for Springfield Clinic's approximately 100 virtual and 80 physical servers. The ExaGrid units work along with the organization's existing backup application, CA ARCserve.

"The ExaGrid system was extremely cost effective, and we were impressed with its stability and reliability – it's tried and true," said Jordan. "We also liked its post-process

data deduplication approach better than the other products we looked at. Because the data is backed up to the ExaGrid before the deduplication process is initiated, backups run as efficiently as possible."

Up to 40:1 Data Deduplication Maximizes Data Stored

Jordan said that some full backup jobs used to run 48-plus hours, but backup times overall have been significantly reduced since installing the ExaGrid system. Retention has improved, too, and the clinic now stores nearly 12 months of data on the system.

"Because of ExaGrid's strong data deduplication technology, we're keeping approximately 331TB of data on the system in about 17.9TB of space, and we're seeing data deduplication ratios as high as 40:1," he said. "Having that much data online and available to us is wonderful. We're able to restore any file with just a few keystrokes, and it makes adhering to HIPAA regulations so much easier."

ExaGrid combines standard compression along with zone-level data deduplication, which stores changes from backup to backup instead of storing full file copies. This unique approach reduces the disk space required by a range of 10:1 to 50:1 or more, delivering unparalleled cost savings and performance. ExaGrid delivers extremely fast backup performance because data is written directly to disk, and data deduplication is performed post process after the data is stored to reduce data. When a second site is used, the cost savings are

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even greater because ExaGrid's zone-level data deduplication technology moves only the changes from backup to backup, requiring minimal WAN bandwidth.

Easy Management, Top-Notch Customer Support

Jordan said the ExaGrid is easy to manage, thanks to its intuitive interface and superior customer support.

"The ExaGrid system is very straightforward to manage, but if I do have an issue, I know I can count on our assigned support engineer. He's easy to reach and knows the system inside and out," said Jordan. "Our support engineer simply remotes in if we have a problem and can resolve any issue quickly. The ExaGrid is a solid solution that works flawlessly with ARCserve."

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 dedicated to individual accounts. The system is fully supported and was designed and manufactured for maximum uptime with redundant, hot-swappable components.

GRID Architecture Ensures Smooth Scalability

ExaGrid uses a GRID-based configuration, where each appliance contains processing power, memory, bandwidth, and disk. When the system needs to expand, additional appliance nodes are attached to the GRID, bringing with them additional processing power, memory, bandwidth, and disk. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows, and you are only paying for the amount of processing power, memory and bandwidth as you need it. In addition, as new ExaGrid appliance nodes are added to the GRID, the ExaGrid automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

Since initially installing the ExaGrid system, Springfield Clinic has expanded the system to handle more data, and is planning to expand it even further in the coming months.

"Our data is constantly growing and the ExaGrid system's GRID architecture enables us to easily keep up with our backup demands. It's extremely easy to expand the system by racking

up another unit, daisy chaining them together, making a simple network connection, and calling into our support engineer for configuration assistance," Jordan said. "We've been very pleased with the ExaGrid system. It's helped us reduce our reliance on tape and improve retention."

ExaGrid and CA ARCserve

CA ARCserve delivers reliable, enterprise-class data protection across multiple hardware and software platforms. Its proven technology — unified by a single, easy-to-use interface — enables multi-tiered protection driven by business goals and policies. Organizations using ARCserve can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as ARCserve, providing faster and more reliable backups and restores. In a network running ARCserve, 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 onsite backup to disk.

Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines high quality disk 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 zone-level data deduplication technology stores only the changes from backup to backup instead of storing full file copies, reducing the amount of disk needed by a range of 10:1 to 50:1 or more, resulting in a solution that is 25 to 30% the cost of backing up to straight disk. The ExaGrid system is easy to install and use and works seamlessly with popular backup applications, so organizations can retain their investment in existing applications and processes. ExaGrid servers can be used at primary and secondary sites to supplement or eliminate offsite tapes with live data repositories for disaster recovery.

For more information about ExaGrid, please visit us at www.exagrid.com or call us at 1-800-868-6985.