

# Thomas Langley Medical Center Cures Backup Problems with ExaGrid's Disk Backup with Deduplication Solution

CUSTOMER SUCCESS STORY



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Mark Steingart  
IT Director  
Thomas Langley  
Medical Center

## Customer Overview

Thomas E. Langley Medical Center (TELMC) is a Federally Qualified Health Center (FQHC) located in Sumterville, Florida. As a non-profit, 501(c)(3) organization, TELMC offers comprehensive primary healthcare services to patients regardless of their income level. In an effort to provide the best and most convenient healthcare available, Thomas E. Langley Medical Center offers many different services in one location. Services at TELMC's Sumterville site include Pediatrics, Pediatric Endocrinology, Adult Medicine, Behavioral Health, Podiatry, Laboratory, Pharmacy, and Dental, as well as a Walk-In clinic, X-ray and Imaging services, and the Sumter County Healthy Start Program.

## Daily Struggle with Manual Backup Processes, Long Backup Times Drove Need for a New Solution

The IT staff at the Thomas E. Langley Medical Center (TELMC) had been backing up its radiology images, accounting and finance data, and other business information to a virtual server on its storage area network (SAN). However, the process was manual and labor-intensive and the staff had difficulty keeping up with nightly backups. In addition, the staff was concerned about disaster recovery because the backup data was on the same SAN as its production systems.

"We were using Microsoft NT's backup utility to copy critical files and data to a file server but we struggled with it because it was a labor-intensive process. We needed a more enterprise-level solution that was more automated and could give us the ability to run multiple backup jobs at once. We also needed to get our backups off the SAN and away from our production systems because we worried that a hardware failure would cause us to lose both our backups and the production systems at the same time," said Mark Steingart, IT director at the Thomas E. Langley Medical Center.

Backup times were also an issue. Steingart said that since the jobs were run so inefficiently, they were constantly running past TELMC's backup window.

"We were going over our backup window and were trying to use incremental and differential backups along with weekly full backups but they still weren't efficient," he said.

## ExaGrid/Backup Exec Deliver Streamlined Backups

After looking at a variety of different backup solutions on the market, the IT staff at TELMC chose an ExaGrid disk-based backup system with data deduplication along with Symantec's Backup Exec.

"The ExaGrid and Backup Exec combination is pretty powerful. It's a very intuitive solution and it gives us a great deal of flexibility in how we structure our backups. Also, restores are incredibly fast. It's nice to have easy access to so much data if and when we need it," said Steingart. "The two products work beautifully together and our backups are running way faster to disk than they would have to tape."

Since installing the ExaGrid system, Steingart reports that backup times have been reduced from nearly 19 hours to four hours.

"Our backup times were all over the place because we were constantly juggling demands. Now, everything is backed up within four hours. It's quite a relief," he said.

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## Scalability to Meet Future Backup Demands

Steingart said that one of his favorite features of the ExaGrid system is its scalability.

“We really like the fact that the ExaGrid system is so scalable. We’re not worried that we’ll outgrow the system because we can easily add additional capacity if we need to. The ExaGrid is modular, so we can keep adding units for expansion as our backup needs grow,” he said.

ExaGrid’s GRID computing software makes the system highly scalable, and when plugged into a switch, different sized configurations can be mixed and matched into a single GRID system with capacities of up to a 100TB full backup plus retention. Once virtualized, they appear as a single system to the backup server, and load balancing of all data across servers is automatic.

## Data Deduplication Reduces Amount of Data, Speeds Backups

Steingart said that ExaGrid’s data deduplication technology significantly reduces the amount of data stored and helps speed backup times.

“The ability to reduce the amount of data stored is probably one of the most valuable benefits of the ExaGrid solution. We have a tremendous amount of redundant data here and ExaGrid’s data deduplication probably cuts the total amount of data down to a third,” said Steingart. “It also cuts down on the data transfer rate because we’re only writing the portion of the volume that has changed to disk. It enables us to complete a full backup of each server every day.”

ExaGrid combines last backup compression along with 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 even greater because ExaGrid’s byte-level data deduplication technology moves only changes, requiring minimal WAN bandwidth.

## About ExaGrid Systems, Inc.

Customers worldwide depend on ExaGrid Systems to solve their backup problems—effectively and permanently. ExaGrid’s disk-based, scale-out GRID architecture adjusts to increasing backup demands due to constantly growing data volumes. It is the only solution that combines compute with capacity as well as a unique landing zone to permanently shorten backup windows and eliminate expensive forklift upgrades. Learn more at [www.exagrid.com](http://www.exagrid.com).

## Fast Installation, Reliable Backups

Steingart noted that installing the ExaGrid system was a quick, painless process. 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.

“We had the ExaGrid with Backup Exec installed in no time and it really was easy to do. ExaGrid’s customer support team helped us with the initial setup over the phone and we’ve been off and running ever since,” said Steingart. “The ExaGrid is as stable as can be and our backups are completed correctly and without fail each and every night. We’re also saving a lot of time on administrative functions. I only spend ten minutes here and there during the week on management and administration. It frees our staff time up so they can focus on other things.”

## ExaGrid and Symantec Backup Exec

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

## Intelligent Data Protection

ExaGrid’s turnkey disk-based backup system combines high quality SATA drives with byte-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. ExaGrid’s byte-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 standard SATA drives. 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](http://www.exagrid.com) or call us at 1-800-868-6985.**