

Legal Services Firm Reduces Backup Times by 84% with ExaGrid-Veeam Accelerated Data Mover

CUSTOMER SUCCESS STORY



"Our backup times are so much faster using Veeam with the ExaGrid system... We back up and protect a tremendous amount of data using Veeam and ExaGrid, and the solution has more than exceeded our expectations."

Ryan McClain
Systems Architect

Key Benefits:

- Tight integration between ExaGrid and Veeam provides the fastest possible backups
- Backup times for a synthetic full reduced from 48+ hours to just 6 to 8 hours
- Data deduplication is done initially by Veeam and then again by ExaGrid to optimize disk space
- Reduced network resources are used when running synthetic full backups
- GRID-based, scalable system easily expands with growing data volumes

Customer Overview

U.S. Legal Support, Inc. was founded in 1996 and is a privately held company with over 45 offices located across the United States. As one of the leading providers of litigation services, U.S. Legal Support is the only litigation support company that provides court reporting, record retrieval, litigation, eDiscovery, and trial services to major insurance companies, corporations, and law firms nationwide.

Move Away From the Cloud Prompted Search for New Backup Solution

U.S. Legal Support has large databases that contain audio and video files of depositions and exhibits from court cases that are cross-indexed and available for purchase by legal teams. When the company decided to consolidate its datacenter operations and move them in-house after a few years of outsourcing to the cloud, one of its IT staff's main challenges was to find the best way to cost-effectively back up its data in excess of 100TB.

"We discovered that two of the big problems with hosted storage are cost and speed, especially if your data is in the multi-terabyte range and higher," said Ryan McClain, systems architect at U.S. Legal Support. "We were spending more than \$3,000 per month for 30TB of backup storage with one of our providers. We tried to back up to the cloud, but once we hit the 30TB mark, we couldn't back up the data fast enough, even though we were using a 200MB connection. Then, if an error occurred, we'd have to start all over again. It was horrible and extremely time-consuming."

Case Made with ExaGrid's Speed, Tight Integration with Veeam, and Ability to Store 116TB of Data in 30TB of Space

After initially attempting to back up some of its data locally to NAS boxes, U.S. Legal Support's IT staff decided to look more seriously at disk-based backup appliances. The team looked at several different solutions, and eventually chose ExaGrid due to its ability to provide fast backups,

effective deduplication, and tight integration with Veeam® Backup & Replication™, the company's existing backup application.

The company uses a combination of the deduplication built into Veeam along with ExaGrid's deduplication to maximize data reduction. After the data is passed from Veeam, the ExaGrid system deduplicates it again, with a reduction ratio of 3.97:1. In total, the company is able to store 116TB of data in 30TB of space on its two ExaGrid systems.

Synthetic Full Backup Times of 48+ Hours Reduced to 6-8 Hours

The ExaGrid-Veeam Accelerated Data Mover integrated with all ExaGrid appliances allows all Veeam backups, restores, and recoveries to complete faster. The Veeam backup server more efficiently inter-operates with its own Veeam data mover using optimized Veeam communications versus generic CIFS. In addition, the entire synthetic full backup operation occurs on the ExaGrid appliance, eliminating the need to move data between the Veeam backup server and backup storage, which greatly reduces the time to complete a synthetic full backup.

McClain reports that U.S. Legal Support's backup times are considerably faster using Veeam and the ExaGrid system. The company used to perform a synthetic full backup to its NAS device over a 24-48 hour period, depending upon the type of data being backed up. With Veeam and the ExaGrid system, the same synthetic full backup jobs now take just six to eight hours. And not only are backup windows reduced, but according to McClain, U.S. Legal also reaps the benefit of reduced



network resources consumed during the synthetic full backup job session when using the data mover. In addition, he found that the process of switching from CIFS to the ExaGrid-Veeam Accelerated Data Mover was straightforward.

Adaptive Deduplication Provides Optimal Recovery Point

ExaGrid ensures the fastest possible backup window using its adaptive deduplication, which performs deduplication and replication in parallel with backups while providing full system resources to the backups. 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, Instant VM Recovery™ and tape copies while the offsite data is ready for disaster recovery.

“Our backup times are so much faster using Veeam with the ExaGrid system,” said McClain. “Other benefits have been stability and reliability. Because the ExaGrid is a purpose-built system and not a general purpose NAS box, backups run more consistently and trouble-free than before. I spend three to six fewer hours per week dealing with backup issues.”

GRID Architecture Provides Superior Scalability

ExaGrid’s scalable GRID architecture will enable U.S. Legal Support to expand the system as its backup requirements grow.

“We migrated to Cisco UCS servers and Nimble Storage devices, both of which are extremely scalable, and we were backing up to these NAS devices that weren’t easy to expand. Having the ExaGrid systems in place completes the picture, so now our backup infrastructure can easily grow with our backup demands,” McClain said.

ExaGrid uses a GRID-based configuration, so when the system needs to expand, additional appliances are attached to the GRID, bringing with them not only additional disk but also processing power, memory, and bandwidth. This type of configuration allows the system to maintain all the aspects of performance as the amount of data grows. In addition, as new ExaGrid appliances are added to the GRID, the ExaGrid automatically load balances available capacity, maintaining a virtual pool of storage that is shared across the GRID.

About ExaGrid Systems, Inc.

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.

Support Engineer Assigned to Account Provides Top-notch Assistance

McClain said that he finds the ExaGrid system easy to maintain and manage, and he’s been surprised at the high level of customer support offered by the company.

“I’ve been very pleased with ExaGrid support. We were assigned a support engineer who monitors the health of our backups and the system itself, and when we have a question, he’s easy to reach and knowledgeable,” he said.

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.

“Installing the ExaGrid system has been a time and stress saver. We back up and protect a tremendous amount of data using Veeam and ExaGrid, and the solution has more than exceeded our expectations.”

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.

The ExaGrid system fully leverages Veeam Backup & Replication’s built-in backup-to-disk capabilities and ExaGrid’s zone-level data deduplication for additional data reduction (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 Veeam Software

Veeam® has pioneered a new market of Availability for the Modern Data Center™ to help companies solve the challenges of keeping their businesses up and running at all times. Veeam enables the Always-On Business™ with solutions that provide recovery time and point objectives (RTPO™) of less than 15 minutes for virtualized applications and data. To learn more, visit www.veeam.com.