

Wayne ARC Achieves Simplicity, Flexibility, and Reliability with ExaGrid Disk-Based Backup

CUSTOMER SUCCESS STORY



"I used to have employees who were stuck managing services and backups every day. Now I have them back on more useful projects. It also means that I have the security of knowing that I have all the data I need if something was to happen here."

Stephen Burke
IT Coordinator
Wayne ARC

Customer Overview

Wayne ARC is a not-for-profit organization dedicated to assisting individuals with developmental disabilities and their families. Wayne ARC offers an array of personalized services that promote independence while improving and supporting individuals' quality of life. Their IT staff supports over 600 employees.

Tape Backups Were Wasting Time, Space and Labor

Wayne ARC's existing backup systems were becoming unsustainable due to their reliance on tape. The wasted time and headaches of storing, managing and finding tapes were becoming a real challenge. Stephen Burke, IT Coordinator at Wayne ARC said, "We had a disjointed hodgepodge of multiple tapes in multiple servers in a large room that consumed a lot of space. Taking care of all those tapes involved ejecting 14 different tapes and checking to see if they worked right every day."

The IT staff couldn't be sure if they were meeting their retention policy due to the tape sprawl. Simply defining a retention policy was a difficult task. According to Burke, "Defining retention was an issue when we had so many disassociated systems. It was hard to keep track of it."

Wayne ARC realized that their backups were broken and that they needed to come up with a more streamlined system that could fix their tape headaches and safeguard their data. According to Burke, "That was a goal of ours, to consolidate and reduce the amount of overhead required to perform most of the tasks."

Homegrown Alternatives to Tape Were Rejected

Wayne ARC IT considered, and then rejected, the idea of scaling the existing backup systems to accommodate new data growth. Burke said, "Certainly we weren't utilizing all of the space on each tape. You

could take up more space on each tape, but there's no way that anybody would want to do such a thing."

"We looked at deploying a large tape array to start with, which was more a natural process than inventing our own disk-to-disk homegrown type of system," he added. After considering and rejecting both of those options, Wayne ARC turned to an ExaGrid partner who sized and recommended a replacement system, supplied the solution and were on site for the implementation.

ExaGrid Selected to Relieve the Cost and Headaches of Tape

In researching backup solutions, the team singled out ExaGrid as the one solution that could ease their tape headaches and lower the IT burden of managing backups and restores.

According to Burke, "ExaGrid came on the table as one of the more flexible, quickly deployable solutions. I was buying into an all-in-one package that offered the solution tied into the same infrastructure which was already in place. I didn't have to invent anything that wasn't already there."

Wayne ARC purchased one ExaGrid appliance for their main data center. Seeing the advantages, they plan to expand to a second system to expedite their offsite backup processes as well.

They had been using an earlier version of Symantec™ BackupExec™ but had reached the point where it was time to update to

EXAGRID™

the latest release. Burke said, "We were in a unique situation where we were able to re-invent everything, and taking a look at all the problem areas we had, it wasn't hard."

ExaGrid Delivers Increased Throughput, Reduced IT Workload and Reliable Backups

The ExaGrid system quickly became a part of the daily operations and environment at Wayne ARC. "We back up everything we do to the ExaGrid system, which includes all voice communication, all of our systems that control email, our internal intranet sites, and all of our system applications that we rely on every day."

Wayne ARC has experienced a large increase in throughput due to removing the limitations of a tape backup system. ExaGrid delivers unparalleled cost savings and performance using post-process deduplication that allows the backups to write directly to disk at disk speeds. This unique approach results in a steep drop in disk storage requirements and produces a faster backup with a shorter backup window. Burke reports that Wayne ARC currently achieves deduplication ratios up to 36:1.

The ExaGrid system has also reduced the labor and overhead associated with tape backups. IT staff can now focus their time on performing core activities that was previously wasted managing backups to tape. Burke says, "I used to have employees who were stuck managing services and backups every day. Now I have them back on more useful projects. It also means that I have the security of knowing that I have all the data I need if something was to happen here."

ExaGrid Offers Simplicity, Flexibility and Reliability

The ExaGrid system was designed to be easy to set up and maintain, and was designed and manufactured for maximum uptime with redundant, hot-swappable components. Wayne ARC IT has come to rely on the ExaGrid system to get backups done faster and easier than ever before, and to depend on its reliable performance.

According to Burke, the ExaGrid system can be summed up in three simple terms. He says, "It's a modular system that works. Simplicity - It's meant to work with other systems, not isolated

from software packages that the real world uses. Flexibility - I'm not tied to a specific tape size that reduces and constrains where I can go with it. Reliability - It just works every day, and if it thinks it has a problem, it lets you know so you can react appropriately."

Intelligent Data Protection

ExaGrid's turnkey disk-based backup system combines high quality SATA drives with zone-level data deduplication, delivering a disk-based solution that is more cost effective than standard SATA drives. 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 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.

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.

Organizations using Symantec Backup Exec can look to ExaGrid as an alternative to tape for nightly backups. ExaGrid sits behind existing backup applications, such as Symantec Backup Exec, providing faster and more reliable backups and restores. In a network running Symantec 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 onsite backup to disk.

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

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.