

## ExaGrid Heals St. Mary's Backup Woes

### Customer Overview

Based in Lewiston, Maine, St. Mary's Regional Medical Center serves Maine's Androscoggin County. Along with its 233-bed acute care facility, St. Mary's provides physician services and operates the state's largest nursing home, an independent living center for the elderly and disabled, and satellite occupational health offices.

The IT department at St. Mary's had overwhelming backup issues. St. Mary's runs over 50 servers handling hundreds of Lotus® Notes® databases, and many different types of applications, including financial, billing, administrative, and a large Centricity® (formerly Logician®) electronic medical records application. All in all, St. Mary's backed up nearly 500GB of data to multiple tape libraries, with key servers and Notes databases backed up to disk.

To perform nightly backups, the IT staff had to parse data out to different servers and tape storage devices, and even so, the backup window was closing. Each night, the IT department began backups at 5:00 p.m. and they often wouldn't be completed until 7:00 a.m. the next day. When backups were completed, the tapes were taken daily to an alternate site and placed in a fireproof cabinet.

"We were crossing our fingers every night, hoping things would go okay," said Joe Longtin, senior network engineer at St. Mary's. "It was a nightmare."

### 50 to 1 Data Compression with ExaGrid

Longtin began looking at alternatives to tape, and chose ExaGrid based on the company's approach to data reduction. The ExaGrid is installed as a disk-based target for St. Mary's existing Symantec Backup Exec™ application. "Because of ExaGrid's byte-level delta data reduction technology, we're not storing the same data over and over again," said Longtin. "Exagrid only stores the data that actually

changes, and that's a real plus. We save a lot of time on our backups because of ExaGrid's data reduction approach, and are able to backup a good amount of data, 500GB, in a relatively short period of time now."

ExaGrid's unique approach provides standard compression for the most recent backups and byte-level delta data reduction for all previous backups. Byte-level delta data reduction stores only deltas from backup to backup instead of storing full file copies, significantly reducing the amount of data stored, saving costly disk space, and providing fast restores. With ExaGrid's byte-level delta data reduction, St. Mary's is experiencing 50 to 1 data compression.

Moving from tape to disk is a simple web-based click-and-run with Symantec Backup Exec 10d. It is designed to utilize disk storage, delivering more reliable, faster, and more efficient true continuous data protection and Web-based file retrieval.

### Room for Growth

"Because of the way the ExaGrid system is designed, we can hold a lot more data on disk than we used to," said Longtin. Before ExaGrid, we could only hold about a week's worth of data on disk. Now, we're retaining a couple of month's worth. Also, restores have been very fast and very easy."

"We still can't get over how fast the system is, compared to how it used to be with tape. And we've got plenty of room for growth with ExaGrid. We sized the system to comfortably handle our needs today, but should we need more storage space, we can just add more Repository Servers. It's a very simple process."

– Joe Longtin  
Senior Network Engineer

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The availability of a second-site system was also important to Longtin. St. Mary's has a second ExaGrid system installed at an alternate location for disaster recovery.

"We feel comfortable knowing that we have a totally redundant, self-replicating system that is off-site for disaster recovery," said Longtin.

Longtin has also been impressed with ExaGrid's technical support. "ExaGrid's customer service is top notch," said Longtin. "They're very professional and they made the whole process very easy for us. ExaGrid's technical support team is a shining star in its organization."

## Intelligent Data Protection

ExaGrid is a cost effective and scalable disk-based backup system that combines high quality SATA drives, compression, and data reduction for fast and reliable backups and restores. ExaGrid's innovative approach minimizes the amount of data to be stored by providing standard data compression for the most recent backups, along with byte-level delta data reduction for all previous backups. Byte-level delta data reduction technology stores only the changes from backup to backup instead of storing full file copies, reducing the amount of disk space needed to at least 20 to 1, and resulting in a solution that is 30% the cost of standard SATA drives.

ExaGrid is easy to install and use, and works seamlessly with popular backup applications, enabling organizations to retain their investment in existing applications. ExaGrid can be used at a primary site and at a second site to supplement or eliminate offsite tapes with a live data repository or for disaster recovery. When a second site is used, the cost savings are even greater because ExaGrid's byte-level delta technology moves only changes, requiring minimal WAN bandwidth.

### ABOUT EXAGRID SYSTEMS, INC.

Located in Westborough, Massachusetts, ExaGrid is the leader in cost-effective disk-based backup solutions. A scalable system that works with existing backup applications, ExaGrid is ideal for mid-market and small enterprise companies looking to quickly eliminate the hassles of tape backup while reducing their existing backup windows. ExaGrid's innovative approach minimized the amount of data to be stored by providing standard data compression for the most recent backups along with byte-level delta data reduction technology for all previous backups. Customers can deploy ExaGrid at a primary site and at a second site to supplement or eliminate offsite tapes with a live data repository or for disaster recovery. For more information, contact ExaGrid at 800-868-6985 or visit [www.exagrid.com](http://www.exagrid.com).

### ABOUT SYMANTEC

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability, and integrity of their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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