DX*i*-Series

DX*i* Delivers Faster Backups, Better Data Protection, and Total Peace of Mind for One of America's Largest Cable Companies

An outdated and slow tape infrastructure meant infrequent customer data backups and significant administrative overhead for the IT team at one of the largest U.S. cable companies. The speed and reliability of Quantum's DXi appliance resolved these issues, providing better protection for its 80TB production environment and the confidence necessary to put worries to rest.

SLOW BACKUPS LIMIT CUSTOMER DATA PROTECTION

Managing customer email boxes can be a critical requirement for Internet service providers. That was certainly the case for one of America's largest cable and high-speed data companies, with hundreds of thousands of customers each claiming a mailbox across 1,500 communities in 22 states. This made email data protection an important IT priority, yet a slow tape platform based on older technology resulted in both infrequent backups and more than 80 hours of weekly administration for the technical team.

The company's email infrastructure is comprised of 80TB of customer data spread over 18 physical servers. The IT team protected those files with backups to a midrange StorageTek SL500 tape library using Symantec's NetBackup, a process that was so slow there wasn't even time for incremental copies— full backups took 10 days to complete, by which time they needed to start all over.

In large part, this was due to the fact that all of those customer mailboxes contain millions and millions of little files that need to be catalogued and backed up, which was obviously more than the company's backup infrastructure could handle. The IT team was increasingly concerned that it couldn't meet recovery objectives, so something had to give…and the team knew it wasn't going to be the data.

Adding more StorageTek SL500 tape libraries promised to only compound the problem, leaving the data center operations director and his team

searching for a way to add speed and efficiency to the backup process. That search eventually led them to look at data deduplication appliances.

DXi OFFERS POWERFUL, AFFORDABLE DEDUPLICATION

The company began working with IT partner Datalink to review what they considered the top two deduplication platforms on the market: EMC's Data Domain and Quantum's DXi®. The team came up with a list of criteria, and Datalink benchmarked both platforms against that list in its labs. After seeing the results, the company quickly determined that the DXi platform was the right fit.

"Not only did Quantum's DXi solution match or surpass the Data Domain capabilities, but we found Quantum's price point to be much more competitive," says the operations director. "We also appreciated the sales team's responsiveness and fact that they were completely down-to-earth—it made them a pleasure to work with."

The company chose Quantum's midrange DXi6702 appliance, which provides broad configuration options, high ROI, and the fastest performance and best scalability in its class. The IT team opted for a fully loaded 80TB configuration.

FAST, WORRY-FREE BACKUP

Since deploying Quantum's solution, the cable company has been very pleased with the results.

"The DXi appliance has lived up to every assumption we made: great data reduction, no-hassle administration, and dramatically faster backup."

Director of Data Center Operations, One of America's largest cable operators

SOLUTION OVERVIEW

- Quantum DXi6702 appliance
- Symantec NetBackup

KEY BENEFITS

- Cuts backup times by 75%
- Enables more frequent backup for better data protection
- Reduces data volume by almost 90%
- Saves nearly 80 hours per week in IT administration

According to the operations director, "The DXi appliance has lived up to every assumption we made: great data reduction, no-hassle administration, and dramatically faster backup."

In fact, backups that used to take 10 days to complete are now done in about a quarter of that time. As a result, the IT team can finish two full passes each week, and after a two-week rotation the company has four complete backups on hand at any given time. All four of those backups can reside on the DXi, yet barely fill half the device.

"More frequent backups mean that we've got better customer data protection, and that's what the DXi brings: total peace of mind so we can sleep better at night," the operations director says. "When you understand the weight lifted off our shoulders, you'll understand why we like the DXi so much."

As importantly, the company used to spend three to four times the amount of administrative resources to maintain the old infrastructure and ensure successful tape backups, resulting in a significant drain on IT resources.

"I'd estimate that the DXi appliance has easily—EASILY—cut 80 hours of work out of our backup routine, giving me back staff resources I can put to much better use," the director reports. "And we find Quantum's tools very intuitive and easy to navigate, so when we do have to check on the backup, it only takes moments to see everything we need."

The operations director is the first to admit that the company is pushing its DXi appliance, and pushing it hard. Indeed, during the initial testing and deployment, the Datalink consulting team recommended that the company get two appliances.

"I will tell you that this one appliance is probably, based on benchmarks, getting the living daylights pounded out of it by our storage requirements," he notes. "We're asking it to handle an overwhelming amount of additional demands, yet it's doing so without missing a beat. And that's a big part of the reason I'm such a fan of the Quantum platform."

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ABOUT QUANTUM
Quantum is a proven global expert in Data Protection and Big Data management, providing specialized storage solutions for physical, virtual and cloud environments. From small businesses to major enterprises, more than 100,000 customers have trusted Quantum to help maximize the value of their data by protecting and preserving it over its entire lifecycle. With Quantum, customers can Be Certain they're able to adapt in a changing world – keeping more data longer, bridging from today to tomorrow, and reducing costs. See how at www.quantum.com/BeCertain.

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