

## DXi-Series

## SGI-USA Finds Inner Peace Through DXi's Combination of Rock-Solid Reliability, Bottomless Storage and Unmatched Quantum Service

Virtualization and a new off-site data center brought the need for better data protection into clear focus for SGI-USA. The organization selected Quantum's DXi solution, and the IT team has been amazed by its seemingly unending storage appetite and extreme reliability, and outstanding Quantum service and support.

### HIT AND MISS BACKUPS

SGI-USA is a large Buddhist organization with a headquarters staff serving the needs of tens of thousands of members and volunteers spread across nearly 100 facilities. As a religious organization, it has a lean administrative group and small IT team, yet vast and eclectic data storage requirements—everything from seldom-accessed photo submissions to file services, email and custom-SQL applications. Over the years, SGI-USA's storage equipment and retention practices had grown in an equally eclectic fashion.

*We spend much less time managing backup and have way more success; restore time is dramatically quicker; the hassle of swapping tapes has gone away; capacity has just sky-rocketed thanks to deduplication; and the Quantum support has been off the charts—all of which makes this customer very happy.*

**Ross Chapman**

Executive Director of Technology, SGI-USA

"Our approach to data protection was to just try to save everything we could and hope for a good backup," says Ross Chapman, executive director of technology for SGI-USA.

The approach worked for awhile, but as the organization's data steadily increased in scope and its IT systems moved into a more prominent member-facing role, crossed fingers soon became insufficient.

According to Chapman, backups were frequently hit and miss.

"I'd come in that morning, and ask 'Did the backups work? No? Okay, let's try again....'" he says. "But we'd increasingly find those failures when trying to restore, searching for a particular file only to find that we had a bad backup. That's a problem."

The turning point for SGI-USA was a simultaneous move to virtualization and an off-site colocation facility as a primary data center. With their virtual infrastructure connected across a local storage area network at an unattended facility, the last thing the IT team could afford was an unreliable data protection system.

"You can't very well swap tapes and babysit a backup or restore when your data center is hundreds of miles away," points out Chapman.

So he picked up the phone and called his trusted IT consultant and reseller.

### RESELLER RECOMMENDS DXI

That reseller, ICC in Torrance, CA, recommended Quantum's DXi® systems as the perfect answer. SGI-



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### SOLUTION OVERVIEW

- Two Quantum DXi6701 appliances
- Veeam backup & replication software
- Dell EqualLogic SAN

### KEY BENEFITS

- Achieves deduplication rates of 27:1
- Saves equivalent of 0.25 full-time IT employee
- Restores lost data in minutes rather than days
- Eliminates backup/restore reliability concerns
- Frees IT staff to focus on other initiatives

## CASE STUDY

USA selected two 8TB DXi6701 appliances, placing the primary system at the new colocation facility and the second one at the organization's Santa Monica headquarters for disaster recovery. As part of the new implementation, the IT team went tapeless, backing up all physical and virtual files to the new DXi system.

During the selection and implementation, the team was also amazed by the DXi's ease-of-use and extreme dependability.

"With our small team, we can't afford a lot of complexity, so ease of set-up and use are critical," notes Chapman. "And the DXi gets super high marks."

### HUGE SAVINGS IN CAPACITY AND BACKUP/RESTORE TIME

Sgi-USA has seen dramatic improvements since implementing the DXi systems.

"The first thing we noticed is that these DXi's are a bottomless pit," says Chapman. "We're seeing deduplication rates of 27:1, which is simply amazing, and we literally can't seem to fill these things up."

The speed and reliability for both backup and restores has also been a major benefit, and SGI-USA estimates that it has saved about ¼ of an IT staff member's time since deploying the DXi appliances.

"Our backup operation is not only remarkably faster, but I'd say it's as close to maintenance- and operator-free as you can get," reports Chapman. "We check logs as a best practice, but really you can practically configure it and forget it. That saves a ton of time and heartache."

"Virtualization has cut our workload in half, and the DXi integrates beautifully into that virtual world," he continues. "Now even though we're often working remotely with virtualized files, we can mount and restore a deleted file in a matter of 20 minutes or less, instead of the days it took before. We're not a bank, but if we were, the cost savings in getting that file back immediately would be astronomical."

One of the biggest bright spots for SGI-USA is the service it's received from the Quantum team.

"On a one-to-ten scale the service is an 11.5," reports Chapman. "Responsiveness has been beyond outstanding; field techs would not only answer the phone but proactively call me to make sure everything was okay. It's been by far the best support of any vendor in my data center; hands down, Quantum wins."

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SGI-USA has come to rely heavily on the DXi for data protection, and it's purchasing a capacity upgrade to double the storage of both appliances, with plans to use the added space for lower-tier and archival storage of seldom-accessed files. All considered, the total cost of ownership justification was a "slam dunk" and the team hasn't had any problems securing funds for the new solution.

In summing up his experience with Quantum's DXi solution, Chapman has high praise.

"It's been the most trouble-free device in my data center. You just turn it on and it works," he says. "We spend much less time managing backup and have way more success; restore time is dramatically quicker; the hassle of swapping tapes has gone away; capacity has just sky-rocketed thanks to deduplication; and the Quantum support has been off the charts—all of which makes this customer very happy."

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### ABOUT SGI-USA

The Soka Gakkai International is an association for peace, culture and education based on the teachings and philosophy of Nichiren Buddhism, which places the highest emphasis on the sanctity of life. Members seek, through their practice of Buddhism, to develop the ability to live with confidence, to create value in any circumstance and to contribute to the well-being of friends, family and community. The SGI-USA is the American branch of the SGI network, with more than 2,600 neighborhood discussion groups and nearly 100 SGI-USA centers throughout the country.

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