

REAL USER RANKINGS OF BACKUP AND RESTORE SOLUTIONS: ACRONIS BACKUP AND ARCSERVE UDP

PeerPaper Report



BASED ON ACTUAL USER EXPERIENCES AND OPINIONS

ABSTRACT

Backup and restore operations continue to face new challenges. These include increasingly complex server virtualization, new security threats, ever-present financial pressures and so forth. The right backup and restore solution will help an organization thrive in such an evolving backup and restore environment. In this paper, IT Central Station members discuss two popular backup and restore solutions, Acronis Backup and Arcserve UDP.

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INTRODUCTION

New challenges for backup and restore operations include increasingly complex server virtualization and new security threats. There's also the ever-present pressure from financial stakeholders to operate lean while still delivering high levels of service. In this landscape, the right backup and restore solution can make a big difference in how well the backup team can meet its commitments. The right solution will help an organization thrive in an evolving backup and restore environment. To help backup managers understand their options in the marketplace, this paper cites IT Central Station members as they discuss two popular backup and restore solutions, Acronis Backup and Arcserve UDP.

Today's challenges in Backup and Restore

Today's backup managers are confronting a continuing evolution of requirements. These include the need to backup and restore data, as well as unstructured files, from remote locations and cloud hosted environments. Hybrid IT, along with interdependent, API-based applications, make backup and restore all the more complex and challenging. It's less clear today exactly where the data is and who controls it. At the same time,

increases in the use of Virtual Machines (VMs) add pressure to stay efficient while handling backup and restore for a larger set of servers than was expected in earlier periods.

Management efficiency is critical, with IT departments continually focusing on tightening budgets while maintaining or improving service levels. One backup manager must now oversee more virtual machines than before. And, he or she must adapt to applications that span cloud and on-premises instances as well as multiple platforms—all changing quickly through accelerated development cycles.

RANKINGS

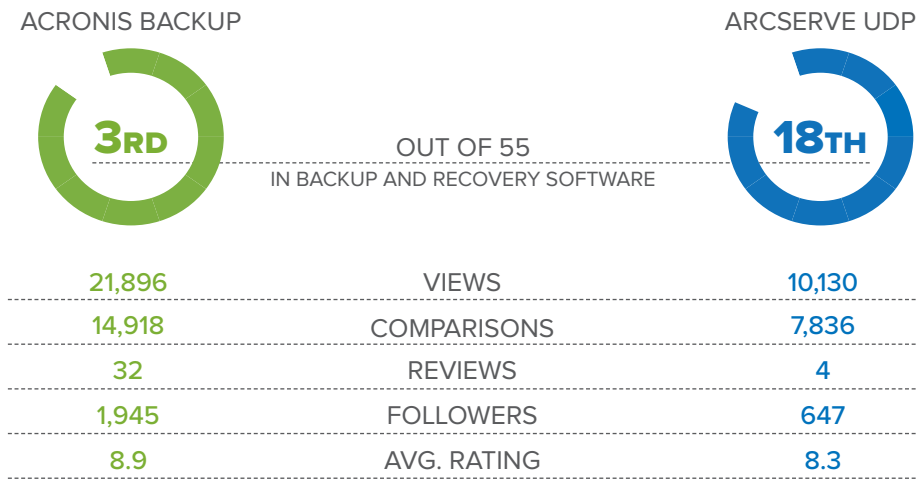


Figure 1 - Comparison of reviews and ratings for Acronis Backup and Arcserve UDP on IT Central Station.

Security is also an increasingly urgent factor in backup and restore. Backup systems are being called upon to remediate the crippling effects of ransomware attacks, for example. The need for high-integrity, highly available and quickly restorable data volumes is absolutely paramount today. Indeed, as some recent high-profile ransomware attacks have demonstrated, entire cities may not even be able to function without effective data restoration capabilities.

Acronis Backup and Arcserve UDP

IT Central Station members share their views on backup and restore solutions now on the market. Acronis Backup and Arcserve UDP are two examples. As of June 1, 2018, IT Central Station ranked Acronis Backup higher than ArcServe UDP.¹ Acronis Backup garnered the #3 position, with 32 reviews, 1,945 followers and an average rating of 8.9 (On a scale of 1 to 10). Arcserve UDP ranked 18th, with four reviews, 647 followers and an average rating of 8.3.

Acronis Backup was compared to other solutions 14,918 times on the site versus 7,836 for Arcserve UDP. Figure 1 summarizes the relative statistics on IT Central Station. Comparing the two solutions from

a management perspective, a [President](#) at a tech company on IT Central Station stated, “I have used other solutions, such as Norton Backup and Arcserve. Acronis is by far the most cost-effective.”

User Insights

What do backup and restore users want out of a solution? IT Central Station members offer insights based on their experiences in the field. Their preferences include solutions that can be “all-in-one,” with robust abilities to restore virtual machines. They want light clients and secure solutions that can enable fast, modern IT architectures that incorporate cloud infrastructure.

ALL-IN-ONE SOLUTION

The never-ending push for greater IT staff productivity has led IT Central Station users to favor “all in one” backup and restore solutions. As a [Solutions Consultant](#) at a small tech services company found, “I have tried other solutions, then I saw Acronis, and it did everything. It was an all-in-one solution for OS, Apple iOS, or Windows.” An [Owner](#) at a tech services company echoed this sentiment, stating “It [Acronis Backup] is a solution that, assuming all of your servers are in one place or your workstations are all in the

¹ https://www.itcentralstation.com/categories/backup-and-recovery-software/#top_rated

same network, you can run all of your backups - you can run them all - from one place.”

BACK UP DATA FROM BUSINESS-CRITICAL FILES TO WHOLE SYSTEMS

Backup managers like solutions that are at once flexible and broad in scope. They want to be able to back data up from business-critical to whole systems. In this mode, the tech company [Owner](#) reflected that backups were easier when “you set up a backup plan that says, in effect, backup to the W drive where W is the drive letter. You can say, every Sunday backup to the W drive and that’s a backup plan.”

That kind of specificity streamlines the backup manager’s job. He added, “Then, you can go to as many work stations as you want and you can tell them to backup to the W drive as defined on that work station.” From the specific to system-wide backup, the solution enabled him to “use the same backup up plan for five work stations with five different backup drives, as long as I give them all the same label. The technique makes it very easy to set this up.” This functionality led him to believe he could roll the solution out to a much larger installation than he currently manages. Figure 2 illustrates the concept he described. Confidence in future expandability and

scope drives solution preference.

RESTORE VIRTUAL MACHINES

Backup and restore solutions need to provide efficient processes for VMs. A [Virtual Machines Network Engineer](#) at a manufacturing company with more than 50 employees spoke to this need, praising his solution because it “allows me to make server-level backups for DR and virtual server backups for file-level restores.”

He also noted, “It seems to be as scalable as I need. We’ve added virtual servers and real servers and storage, and we never had problems doing any of that.” He can make two backups: one for the entire server, which goes offsite and a second copy of just two virtual servers that write on the physical server to a local NAS device. As he put it, “That way, I can do file-level restores.” A [Technical Sales Advisor/Deploy Agent](#) at a tech services company added further color by noting, “We use it [Acronis Backup] to backup laptops and workstations. It has a fast recovery process.”

Backing up virtual servers is a task highlighted by an [IT Operation Infrastructure Virtualization Specialist](#) at an energy/utilities company with over 1,000 employees.

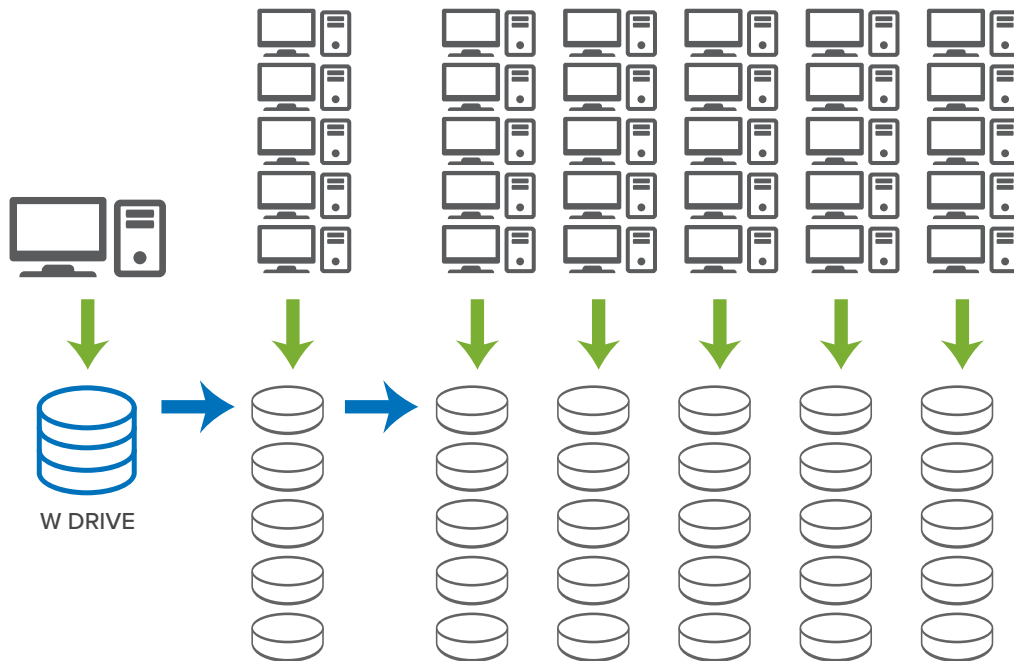


Figure 2 - Flexible backup configurations enables backup managers to specify target backup drives for single or multiple workstations - with increasingly sophisticated backup plans made easy by an intuitive user experience.

He shared that the Acronis solution “is fast and easy for an image-based backup across all platforms.” For him, usability factored into his choice of solutions. He said “The user interface (UI) is easy to use.” This mattered because, “We have a large virtualization infrastructure. Image backup is very important to us.”

OPERATE USING A LIGHT CLIENT

Overly complex tools create a drag on the efficiency and effectiveness of backup and restore operations. Cycles spent dealing with intricate nuances of administration may delay the implementation of much-needed backup solutions. They may also create obstacles to patching and other mandatory security measures. A company [President](#) praised his solution in this context, saying, “The setup was straightforward. You install the little client on the computer, then you go to the central management and set up when you want it to backup; it was very easy.”

ENABLE SECURE, FAST, MODERN ARCHITECTURE

Backup and restore have to function well in the here and now, not in an earlier, simpler era of architecture. This means dealing with not-so-simple environments, as a [Systems Admin](#) at a logistics company with over 500 employees explained. For him, Acronis Backup “provided us with a fast and reliable way to recover a complex operating system.” An [Owner](#) at a tech services company similarly praised Acronis for its “consistency and reliability,” adding, “The interface is easy to understand and consistent across applications.”

“ [Acronis Backup] provided us with a fast and reliable way to recover a complex operating system.”

Speed and security are what count for a [Business Owner](#) on IT Central Station. He contrasted the Acronis Backup 12.5 with his earlier edition, 11.7 by saying, “The structure and the organization of it is better than 11.7. In terms of backups, it works more efficiently. It takes less time to do the backups than 11.7 did, and a whole lot less time.” Like most people involved in the management of sensitive information,

he is also keenly aware of security. On this subject, comparing the newest version of Acronis to its predecessor, he remarked, “Version 11.7 was good, but 12.5 is much more sophisticated. It does a lot of things that 11.7 didn’t do, like protecting from ransomware.”

CONNECT WITH CLOUD CENTERS

Today’s backup managers are expected to handle backup and restore seamlessly across cloud, on-premises and hybrid IT environments. This requirement factored into the point of view of the [Technical Sales Advisor/Deploy Agent](#), who commented, “The recent release, Acronis Backup, is integrated with Acronis Cloud. It is useful to backup data and has a stronger security policy for critical data.” For him, integration with backup in the cloud makes difference in his ability to deliver consistent backup and restore services to his clients.

CONCLUSION

It's not the easiest of times to be a backup manager. Challenging VM management combines with heightened security risks and the constant expectation that services will remain high while budgets stay flat or drop. Looking at two popular solutions, Acronis Backup and Arcserve UDP, members of IT Central Station members offer insights into what makes a difference in backup and restore operations. They want to facilitate fast, modern IT architectures that incorporate cloud infrastructure. To this end, they recommend selecting solutions that can function on an "all-in-one" basis. They advise seeking backup and restore solutions with robust abilities to restore VMs. Light clients with strong security features also help backup teams achieve their objectives.

ABOUT IT CENTRAL STATION

User reviews, candid discussions, and more for enterprise technology professionals.

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users. IT Central Station provides technology professionals with a community platform to share information about enterprise solutions.

IT Central Station is committed to offering user-contributed information that is valuable, objective and relevant. We validate all reviewers with a triple authentication process, and protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

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ABOUT ACRONIS

Acronis is a global leader in hybrid cloud data protection and storage. Founded in Singapore in 2003, the company now operates from local offices in 18 different countries, including the International Headquarters in Singapore and Corporate Headquarters in Switzerland.

Acronis sets the standard with its backup, disaster recovery, and secure file sync and share solutions. Powered by the Acronis AnyData Engine and more than 100 patents, it delivers easy, complete and affordable data protection across any environment—virtual, physical, cloud and mobile. More than 5 million consumers and 500,000 businesses in over 145 countries trust Acronis to protect their data.

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Acronis Backup Important Capabilities:

- 21+ platforms support including legacy Windows operating systems
- One management console for all data protection operations, available in 18 languages
- Dissimilar hardware recovery and migration incl. P2P, V2V, P2V, V2P, P2C, V2C, C2C, C2V, C2P
- Acronis Active Protection against ransomware