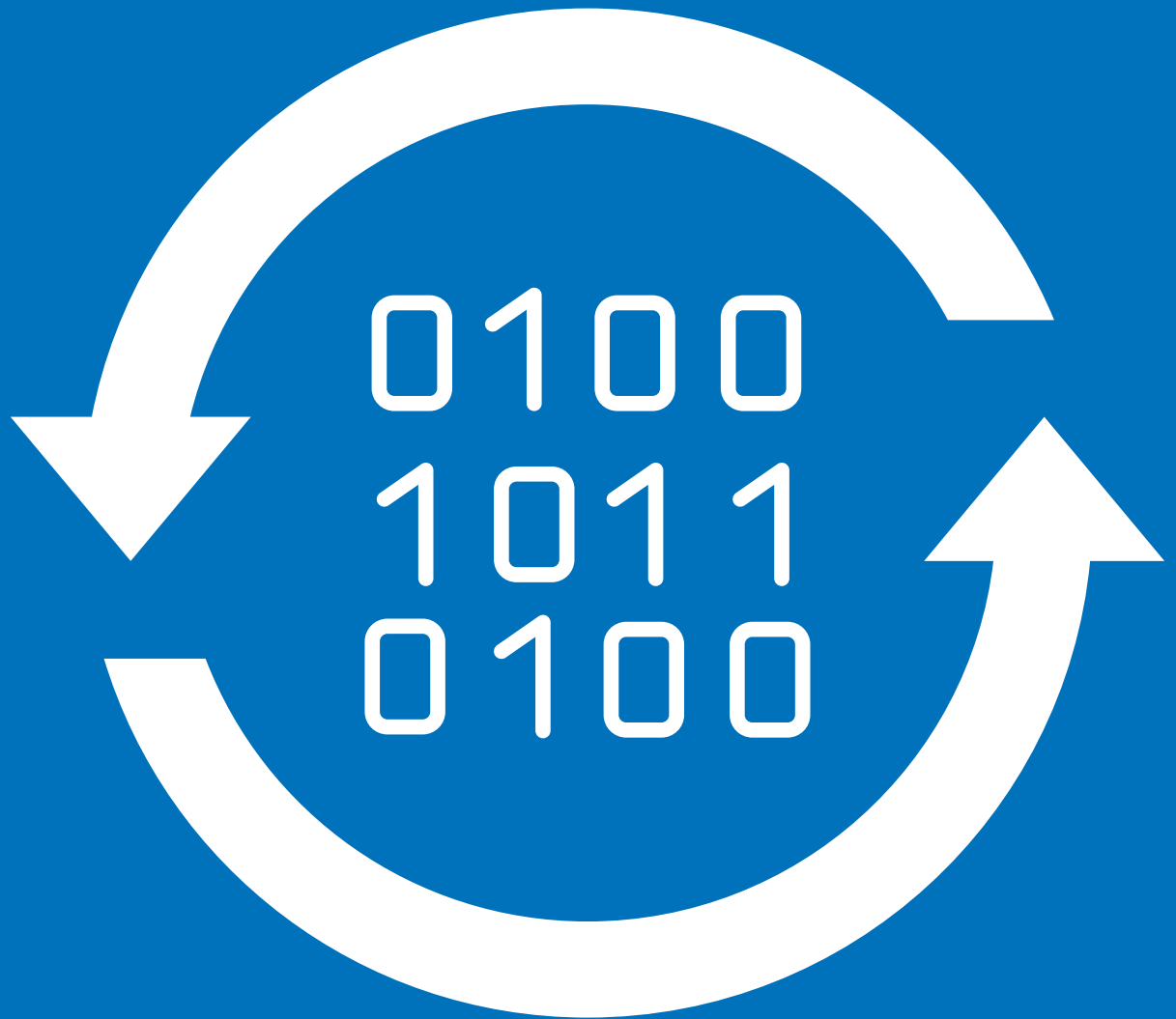


# REAL USER RATINGS OF BACKUP AND RESTORE SOLUTIONS: ACRONIS BACKUP AND VEEAM BACKUP & REPLICATION

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PeerPaper Report



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AVERAGE RATING FROM REAL ENTERPRISE USERS

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# ABSTRACT

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The backup and restore function is evolving rapidly. Hybrid IT and virtualization challenge traditional thinking and architecture regarding backup. IT departments must factor in these new parameters as they assess new backup and restore tools. This paper discusses two popular options: Acronis Backup and Veeam Backup & Replication using insights from real backup and restore users on IT Central Station.

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# INTRODUCTION

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Backup and restore requirements never stop changing. As business operations and organizational structures transform, so do modes of infrastructure. Hybrid IT is ascendant today, with organizations placing some of their infrastructure and storage residing in the cloud and the rest on-premises. Virtualization is becoming the norm as well. Given these trends, traditional thinking and architecture regarding backup are less and less applicable. IT departments must weigh the impact of a range of new factors as they assess backup and restore tools. To this end, this paper discusses two popular options: Acronis Backup and Veeam Backup & Replication using insights from real backup and restore users on IT Central Station.

## The Evolution of Backup and Restore

Backup and restore processes used to be somewhat easier to manage. Though never exactly simple, backup was a workflow where managers had a precise understanding of where their data was. Applications and databases ran on dedicated hardware in on-premises data centers. If a remote site was added to the infrastructure, it was either under the direct control of the organization or part of a carefully implemented colocation arrangement. These certainties are less common today. IT operates in truly heterogeneous environments.

The cloud is now a prevailing force in IT. Mobile devices and virtualization are also emerging as dominant realities. Highlighting these trends, an Intel/McAfee survey of 2,000 IT professionals in 2017 revealed that 93% of organizations are utilizing cloud services in some form, with “architectures rapidly shifting to a hybrid private/public cloud model.”<sup>1</sup> The same survey

predicts that 80% of IT budgets will be cloud-based within an average of 15 months. Virtualization also continues to gain as a share of infrastructure. Figure 1 offer a simple comparative reference architecture that reflects these changes.

Backup managers are grappling with these shifts in requirements. They must devise ways to confidently back up and restore data and unstructured files in remote locations. Their organizations’ mobile devices require protection. New cyberthreats like ransomware add to the complexity of backup and restore.

The rise of hybrid IT and new types of application architecture further complicate the picture. With standards-based application programming interfaces (APIs) and agile development methodologies becoming commonplace, today’s applications are now increasingly interdependent. Backup must adapt to applications that span cloud and on-premises instances as well as multiple platforms—all changing quickly through accelerated development cycles.

<sup>1</sup> Intel/McAfee, “[Building Trust in a Cloudy Sky](#),” January 2017

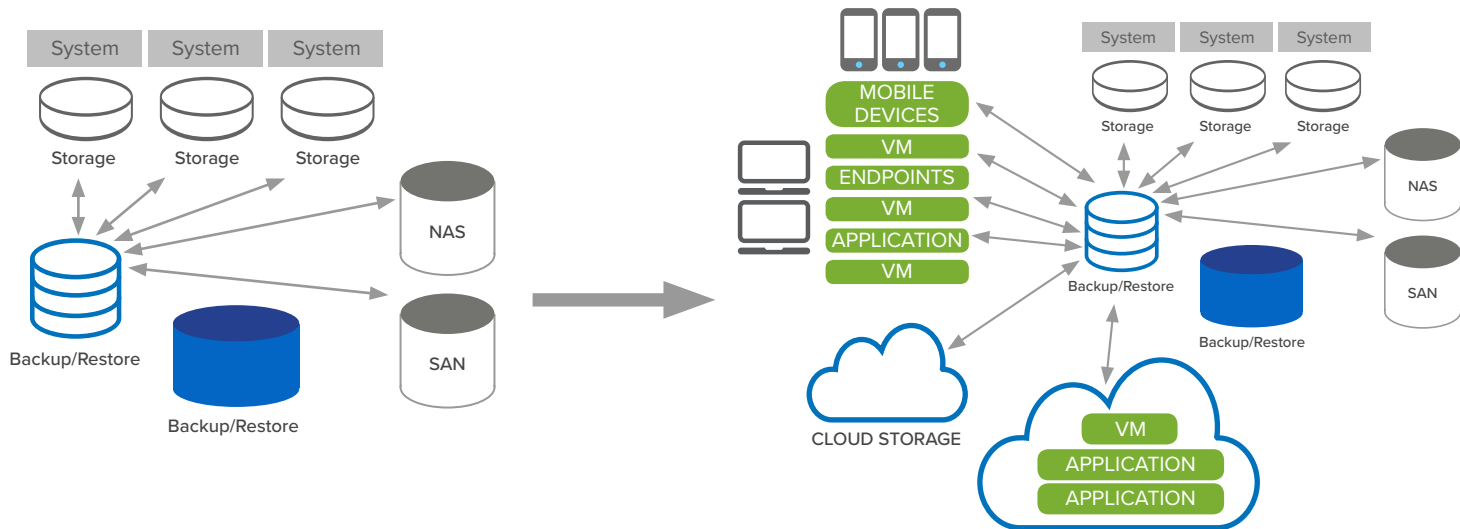


Figure 1 - Comparison between traditional on-premises backup and restore and new requirements involving cloud storage, virtual machines, mobile devices, endpoints, applications and hybrid architecture.

## Acronis Backup Vs. Veeam Backup & Replication

As conditions change vendors are springing into action to help backup managers deal effectively with today's IT realities. New solutions are designed to give backup professionals the technical tools they need. To help potential backup buyers understand their options, IT Central Station members who work in the backup field have taken the time to weigh in on their choice of backup and restore solutions.

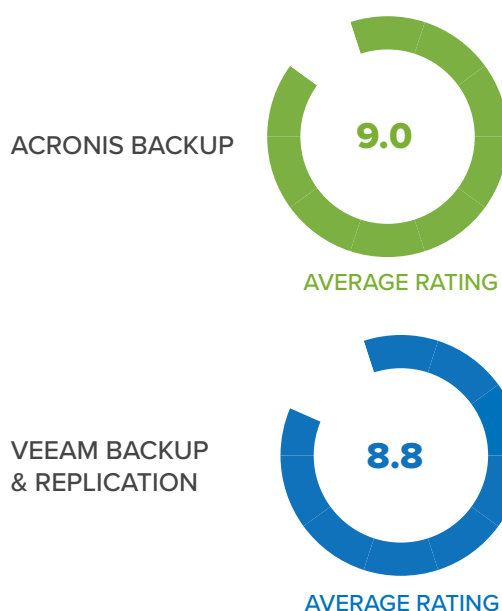
IT Central Station members frequently compare Acronis Backup with Veeam Backup & Replication. 26% of users who researched and compared Acronis Backup also considered Veeam Backup & Replication.<sup>2</sup> IT Central Station reviewers offer insights into how well these two solutions handle basic backup duties and general quality issues such as ease of use. They also deal with features that directly address the changes taking place in today's hybrid, virtualized world of IT.

Acronis Backup garners a higher average rating on IT Central Station than Veeam Backup & Replication.<sup>3</sup> As of February 1, 2018, IT Central Station reviewers rate Acronis Backup higher than Veeam Backup & Replication. Acronis Backup held an average rating of 9.0 out of 10 while Veeam Backup & Replication

garnered an average rating of 8.8 out of 10.

A [Specialist](#) at a pharma/biotech company with over 10,000 employees commented on why he selected Acronis Backup over Veeam Backup & Replication, saying, "They [Veeam] seemed okay, but they didn't do physical computers and I needed both. Advice: If you are looking to implement this product [Acronis Backup], 'Do it.' Pricing: Is better than most [other backup solutions]."

Other IT Central Station members weighed in on what they are seeking in a backup and restore solution. The



<sup>2</sup> [https://www.itcentralstation.com/products/comparisons/acronis-backup\\_vs\\_veeam-backup-replication](https://www.itcentralstation.com/products/comparisons/acronis-backup_vs_veeam-backup-replication), May 2018

<sup>3</sup> Reviews that are more than 24 months old, as well as those written by resellers, are completely excluded from the average rating calculation.

following offer areas of focus and highlight viewpoints that may be relevant to others trying to select the right backup and restore solution for their organizations.

## USABILITY/EASE OF USE

IT staff time is at a premium. Backup and restore managers therefore prefer solutions that are easy to use. There is a preference for user interfaces (UIs) that don't require excessive staff time, training or IT knowledge. Simple UIs contribute to resource and financial savings and simplified IT workflows. In this context, a backup system [User](#) at a company with over 50 employees praised his solution by saying, "Compared to what we had before, we now have ease of use. I can't say enough for that." A [Solutions Consultant](#) at a tech services company added, "The initial setup is super easy and super easy to follow; straightforward. That is the benefit of the ease of use with Acronis solutions."

## DIVERSE SYSTEMS SUPPORT

Backup managers like solutions that support a wide range of systems, including legacy and modern systems. They want to be able to support heterogeneous environments given the "zoo" of IT systems they typically handle. Figure 2 shows a sampling of the range of systems that may require support. They want solutions that enable them to keep up with new trends like mobile data growth as well. For example, a [Systems Admin](#) at a logistics company

with over 500 employees explained, "According to the compatibility matrix of the operating system, we had this product as it was the only available product included with it." A [User](#) added, "The fact that I can back up my entire computer including the operating system, registry, etc., and my data drive." A [Systems Manager](#) liked that "we can configure the system. It's backing it up, every computer, as we went. The parameters, and automatically, the program does it."

Support for older systems, such as Windows legacy operating systems, also ranked high as a driver of preference for a backup and restore solution. The [Solutions Consultant](#) at the tech services company commented, "I have a Mac and a Windows-based computer, and it performs with both equally as well." For example, a [User](#) explained, "As long as Acronis continues to support Win XP, I will use Acronis." A [CEO and Founder](#) added that his solution provided "a convenient way to back up Windows servers, especially given that it hasn't been convenient in the past."

## ANY ENVIRONMENT RESTORE/UNIVERSAL RESTORE

Complexity and heterogeneity define today's systems and infrastructure. Backup and restore solutions must keep up, as the [Systems Admin](#) at the logistics company noted. "It provided us with a fast and reliable way to recover a complex operating system, from one server to another so as to increase the business continuity."

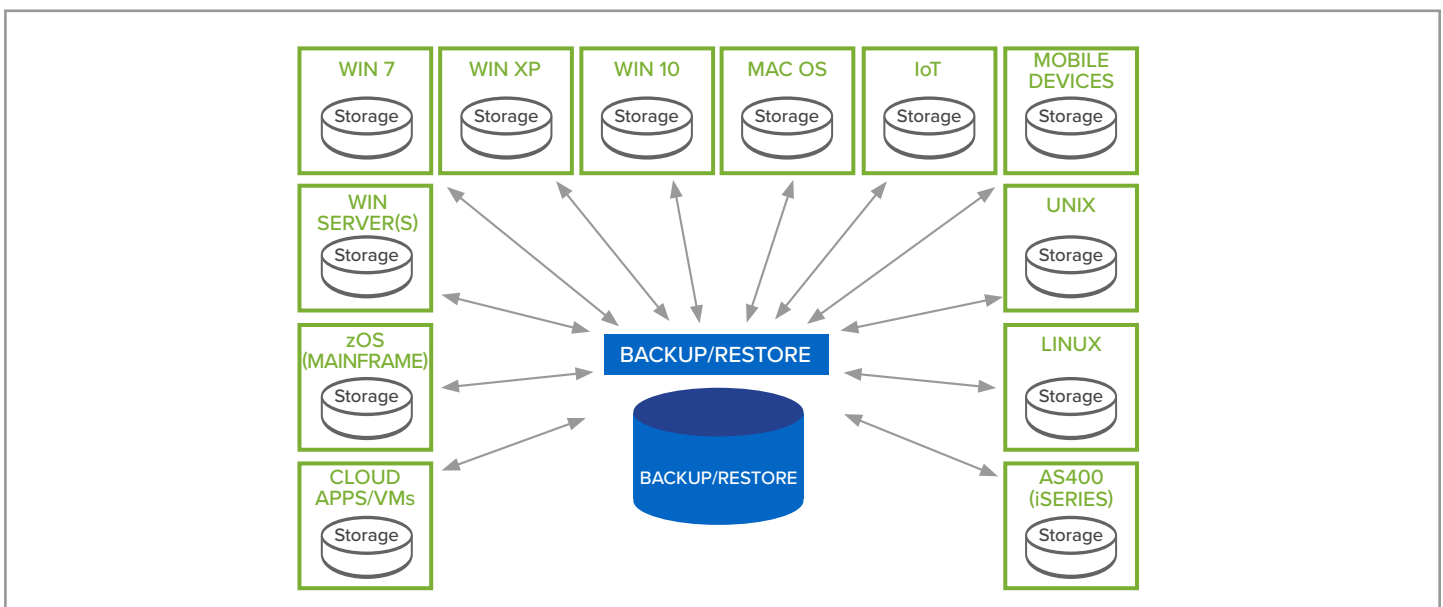


Figure 2 - Sampling of diverse systems that must be supported by a modern backup and restore solution.

A [Coordinator of TV Development](#) at a company with over 200 employees followed with praised for universal restore capabilities in his solution, saying, “Universal Restore allows for moving of systems to new and dissimilar computer hardware. All are valuable and reliable with Acronis Backup. Universal Restore has made moving systems to dissimilar hardware less difficult.” An [Applications Analyst IV](#) at a company with over 50 employees added how he values that his solution “enables restore of backup to machine with different hardware.”

A [User](#) was pleased that his solution had “the ability to restore on a brand-new, bare bones, different mother board-type of computer. A total different build. Acronis Backup with Universal Restore allowed me to get back online again. Had I not had that, my business would have probably tanked. It literally saved my skin.” An [IT Desktop Support](#) user noted, “The Universal Restore allows you to reimage a computer without having to have all the drivers. It allows you to boot the machine; once you get the machine up and running, then you can install the drivers.”

**“ We are able to remotely backup machines from locations across the United States from one centralized point. We are also able to restore/reimage machines the same way.”**

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Geographic reach is also helpful, as a [Sr. Associate-Information Consultant](#) at a pharma/biotech company with over 10,000 employees pointed out: “We are able to remotely backup machines from locations across the United States from one centralized point. We are also able to restore/reimage machines the same way. This saves us the ability of shipping and configuring, which kills a lot of time and puts the machine back in service.”

## SYSTEM MIGRATIONS

Today’s systems seldom stand still. Migration is common. An [Owner](#) at a tech services company commented on this issue from a backup perspective, saying, “I needed some help from them to change over from what I did and get it all in one computer. They were able to help me in one chat. They told me exactly what to do and when I did that, it worked. All of a sudden, the light bulb lit up about how this works.”

A [User](#) at an engineering company with over 10,000 employees praised his solution because “it has the ability to back up and move to a different machine if the machine dies. I haven’t been able to use this feature yet, but I know it will come in handy. The ability to move from one machine to another for backup if a machine completely fails. We have a backup of not only the machine, i.e., the hard drive and data, but we also have the ability to recover to a new piece of equipment fairly quickly. That’s one of the more important features.” The [Coordinator of TV Development](#) added, “Live boot DVD allows for easy restore of an entire system in a catastrophic hard drive failure without having to rebuild the OS from scratch and then install programs and restore data.”

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# CONCLUSION

In an IT environment that features unceasing change in backup and restore requirements, backup and restore solutions must keep pace. IT Central Station members who work in backup and restore offer recommendations on what makes an effective solution today. Comparing two popular options, Acronis Backup and Veeam Backup & Replication, they describe the importance of capabilities such as diverse systems support and the ability to support system migration. Backup and restore managers also want ease of use and support for multiple systems, including legacy Windows operating systems. Whatever IT or the business throws at them, backup and restore managers need solutions that enable them to confidently back-up and restore data and unstructured files across complex, geographically distributed, heterogeneous cloud/hybrid and on-premises infrastructure.



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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.

[www.acronis.com](http://www.acronis.com)

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