IT Central Station
Unbiased reviews from the tech community

Cloud Backup

A PEEK INTO WHAT REAL USERS THINK

2015

IT Central Station helps tech professionals by providing...

A comprehensive list of enterprise level Cloud Backup vendors.

A sample of real user reviews from tech professionals.

Specific information to help you choose the best vendor for your needs.

Disclaimer

To read more reviews about Cloud Backup, please visit:
http://www.itcentralstation.com/category/cloud-backup

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.

We created IT Central Station to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We 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.

Use IT Central Station to:

• Read and post reviews of vendors and products
• Request or share information about functionality, quality, and pricing
• Contact real users with relevant product experience
• Get immediate answers to questions
• Validate vendor claims
• Exchange tips for getting the best deals with vendors

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To read more reviews about Cloud Backup, please visit:
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ABOUT THIS REPORT

This report is comprised of a comprehensive list of enterprise level Cloud Backup vendors. We have also included several real user reviews posted on ITCentralStation.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

IMPORTANT NOTICE

Did you find this whitepaper helpful? At IT Central Station, our philosophy is "Give to Get". Our active community and unbiased reviews are made possible by your participation and as such, we ask that you share your expertise with us as well. Please email reviews@itcentralstation.com and one of our community managers will be in touch with you shortly. You can choose to review anonymously or not and your company name will not be included in the review.

If you found this report and/or the reviews on IT Central Station useful, we would greatly appreciate your participation in giving back to our community.

To read more reviews about Cloud Backup, please visit:
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VENDOR (BY RANKING)	SOLUTION	
Acronis	Acronis Backup and Recovery	Rating: 7.42 (29 reviews)
EMC	Mozy Pro	Rating: 6.0 (4 reviews)
Code42	CrashPlan	Rating: 9.0 (2 reviews)
Storsimple	Storsimple	Rating: 9.0 (3 reviews)
CTERA	CTERA Cloud Backup	
Dobson Technologies	Dobson Technologies Cloud Backup	
Gluster	Gluster Cloud Backup	
Nasuni	Nasuni Cloud Backup	
Panzura	Panzura	
SecureStore	SecureStore Cloud Backup	
Spanning Cloud Apps	Spanning Cloud	
AT&T	Synaptic Storage as a Service	
EMC	TwinStrata	
Zetta	Zetta Cloud Backup	
Zmanda	Zmanda Cloud Backup	

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Top Cloud Backup Vendors

Over 82,982 professionals have used IT Central Station research on enterprise tech. Here are the top Cloud Backup vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.
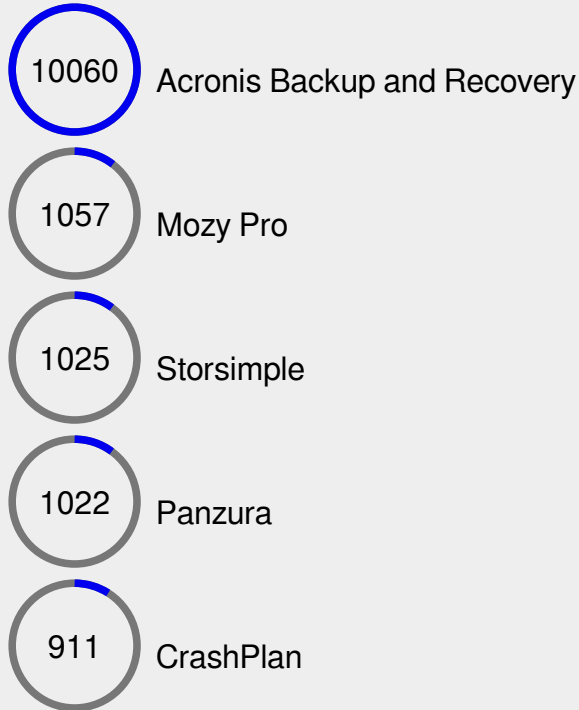
1. Acronis Backup and Recovery

10060 Views   *11324 Comparisons*   *18 Reviews*   *715 Followers*   *Average Rating: 7.4*

Chart Key

Views: Number of total page views

Comparisons: Number of times compared to another product

Reviews: Total number of reviews on IT Central Station

Followers: Number of followers on IT Central Station

Average Rating: Average rating based on reviews

The total ranking of a product (i.e. bar length) is based on a weighted aggregate ranking of that product's Views (weighting factor = 17.5%), Comparisons (17.5%), Reviews (17.5%), Followers (17.5%), and Average Rating (30%).
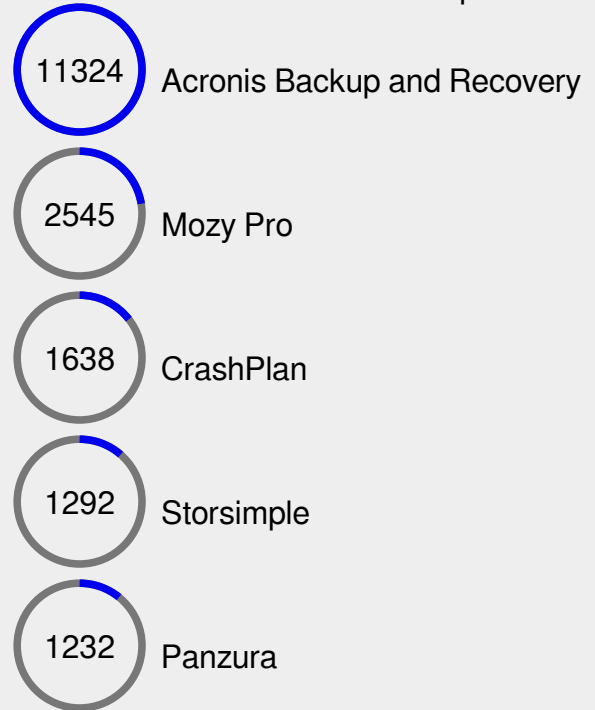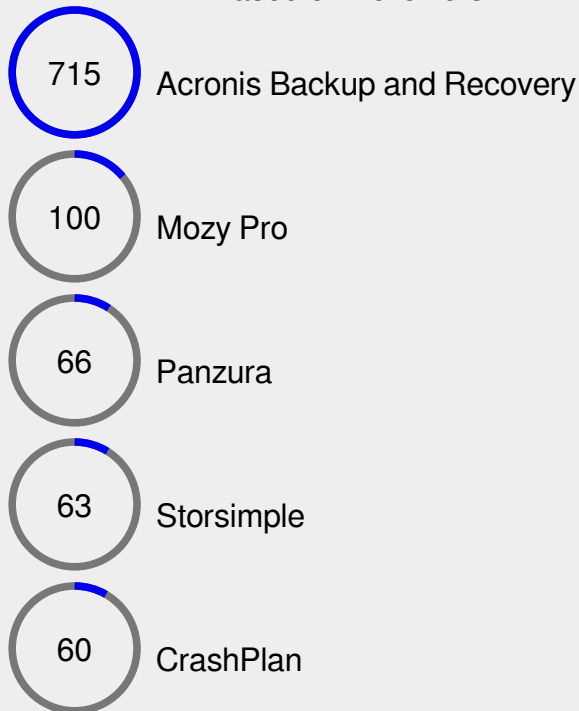
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TOP 5
Based on Views

- 10060 Acronis Backup and Recovery
- 1057 Mozy Pro
- 1025 Storsimple
- 1022 Panzura
- 911 CrashPlan

TOP 5
Based on Views of Comparisons

- 11324 Acronis Backup and Recovery
- 2545 Mozy Pro
- 1638 CrashPlan
- 1292 Storsimple
- 1232 Panzura

TOP 5
Based on Followers

- 715 Acronis Backup and Recovery
- 100 Mozy Pro
- 66 Panzura
- 63 Storsimple
- 60 CrashPlan

TOP 4
Based on Rating

- 9.0 CrashPlan
- 9.0 Storsimple
- 7.4 Acronis Backup and Recovery
- 6.0 Mozy Pro
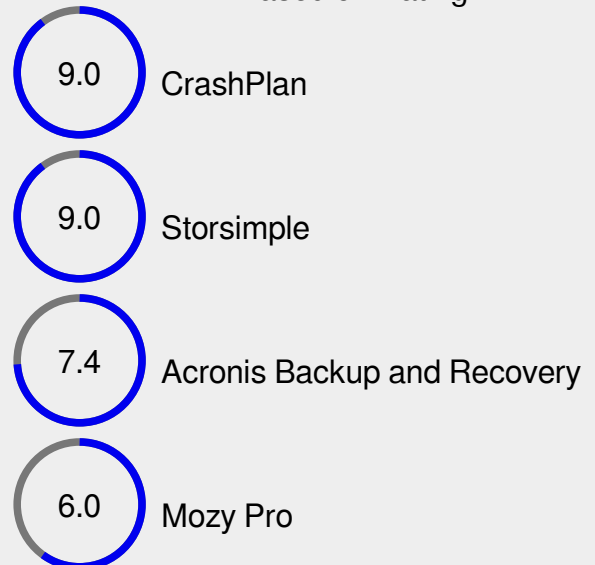
Acronis Backup and Recovery

Vendor: Acronis

Overview:	True Image 2013 by Acronis protects your photos, documents, music, mail, programs, contacts, calendars, and more.	
Top Comparisons:*	Veeam Backup vs. Acronis Backup and Recovery	Compared 21% of the time.
	Backup Exec vs. Acronis Backup and Recovery	Compared 15% of the time.
	ARCserve Backup vs. Acronis Backup and Recovery	Compared 3% of the time.
Top Industries:*	Software R&D Company	17%
	Transportation Company	13%
	Media Company	10%
	Government	9%
Company Size:*	1-100 Employees	26%
	100-1000 Employees	15%
	1000+ Employees	59%

* Data is based on the aggregate profiles of IT Central Station Users researching this solution.

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ACRONIS BACKUP AND RECOVERY REVIEW BY A REAL USER

Paul S. *Verified by IT Central Station*
Desktop Support Manager at a government with 1-100 employees

Valuable Features:

Backups of servers while they are running.

Improvements to My Organization:

Almost eliminated our need for tape backup.

Room for Improvement:

Error messages, logs, reliability.

Use of Solution:

5 years.

Deployment Issues:

Not during initial deployment but, most upgrades go poorly. Pushing the agent did not work. We had to install it manually on each server.

Stability Issues:

Yes, product has been very unstable since version 10 and all versions since then.

Scalability Issues:

No.

Customer Service:

Great.

Technical Support:

Average to poor.

To read more reviews about Cloud Backup, please visit:
http://www.itcentralstation.com/category/cloud-backup

Previous Solutions:

Switched away from tape backups

Initial Setup:

Pushing the agent did not work. We had to install it manually on each server.

Implementation Team:

In-house.

ROI:

2 to 3 years.

Pricing:

Not available at this time.

Alternate Solutions:

We liked Acronis true image a lot, so we did not evaluate other vendors.

Other Advice:

Purchase Veeam, do not buy Acronis.

ACRONIS BACKUP AND RECOVERY REVIEW BY A REAL USER

Salahuddin Dalhatu *Verified by IT Central Station*
IT Logistics Officer at a tech services company with 1-100 employees

Valuable Features:

Acronis Backup Advanced for Windows Server

Improvements to My Organization:

We update our Vaccination Tracking System (VTS) software on a monthly basis with software patches and added features, with Acronis Backup & Recovery, it enables us to always revert to the initial state when we experience challenges with the test environment. Because of the numerous reports we get from our staff in the filed while using the VTS, ABR allows us to incrementally backup important changes as we continually try to fix compatibility issues with different scenarios. Works very well with real-time backup of our database files server when staff upload information captured from polio vaccination tracking.

Room for Improvement:

Over the Network Backup

Use of Solution:

Since September 2013 (14 months)

Deployment Issues:

Yes, mostly with Acronis Snap Deploy, using network deployment, most clients do not automatically get DHCP settings when using dual network adapters on the Server. And the network settings aren't automatically recognized from the Snap Deploy interface, until set manually. (even after successfully booting into Acronis via the network).

Stability Issues:

We haven't seen any issues with stability.

Scalability Issues:

We haven't seen any issues with scalability.

Customer Service:

Good. There are a variety of options to choose from.

To read more reviews about Cloud Backup, please visit:
http://www.itcentralstation.com/category/cloud-backup

Technical Support:

Excellent! Have been with the support team severally through chat and sometimes if things get really complicated they assist remotely to access my server and fix things up for me.

Previous Solutions:

Yes, I was using Windows Backup and Restore feature. Upon discovering Acronis, I was fascinated by the flexible granular detailed features of 'what to and where to (multiple locations)' Backup and its central management capabilities as opposed to Windows' local system administration.

Initial Setup:

None that I found difficult. Configuration is mostly wizard-based, so its pretty straightforward.

Implementation Team:

In-house

ROI:

Can't really say in monetary terms but it is really Time-saving. Extremely time efficient.

Alternate Solutions:

Discovered Acronis first, and went with the solution. Found it to be more user friendly and flexible.

Other Advice:

Worth trying out. Worked for me. Should have a good system admin to implement the solution more effectively.

To read more reviews about Cloud Backup, please visit:
http://www.itcentralstation.com/category/cloud-backup

Mozy Pro
Vendor: EMC

Top Comparisons:*	Box vs. Mozy Pro	Compared 9% of the time.
	Dropbox vs. Mozy Pro	Compared 7% of the time.
	SpiderOak vs. Mozy Pro	Compared 6% of the time.

* Data is based on the aggregate profiles of IT Central Station Users researching this solution.

To read more reviews about Cloud Backup, please visit:
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Technical Support:

The support staff were directed to give support on specifics and to stick to the support plan. Anything out of the ordinary would be a challenge.

Previous Solutions:

Never switched. Used robocopy and scripts at logon in other business solution situations.

Initial Setup:

It was simple, just a case of planning as most IT solutions are required to pass the ITIL test.

Implementation Team:

In-house implementation.

ROI:

There is no figure that can be plucked from mid-air. It is a case of peace of mind when laptop data is under scrutiny.

Pricing:

Roughly 40k per year admin costs including the analyst.

Alternate Solutions:

Microsoft solutions, USB external drives, dedicated site F&P servers.

Other Advice:

Test it for a while first. Do not give it to the CIO or CEO until you are happy with the support requirements and knowledge of the product.

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MOZY PRO REVIEW BY A REAL USER

patent_tech *Verified by IT Central Station*
VP of Product at a legal firm with 1-100 employees

Valuable Features:

Central management console. The mac backup client has improved quite a bit in the past couple years. Initially in 2010 it was very bad and would often lose your entire backup forcing the user to start again. I've had good experience with the Mac backup client running silently and keeping files backed up. We've restored from a backup and it's nice to have the ability to restore specific revisions of a particular file.

Room for Improvement:

Users are allocated a specific amount of backup space, but there's no way to set that to auto increase - the backups just stop until it's taken care of. The invite process has not been easy for users. If the IT admin sets it up this seems to go fairly well, but there are many ways to screw it up. The selection of directories and files to back up can't be managed centrally, it has to be set on each user's computer.

Other Advice:

Generally pretty good backup service but remote management options of the clients are very limited.

The slowness of the initial backup to the cloud can be an issue for some. It would take a lot of CPU and take a long time to move the files. This was a big problem for my CEO who is very impatient.

When first implementing this to our remote workforce it was difficult to get the users to actually install the service.

To read more reviews about Cloud Backup, please visit:
http://www.itcentralstation.com/category/cloud-backup

CrashPlan
Vendor: Code42

Overview: CrashPlan, created by Code42, offers endpoint backup solutions, including cloud-based backup and storage solutions for subscribers. Though CrashPlan offers plans for individuals and families, the companyês business and enterprise-level packages provide automated and customizable backup, storage, and restore services. CrashPlan helps businesses protect their data from loss, damage, and theft. CrashPlanês cloud endpoint backup service features automated backups, 448-bit data encryption, 128-bit communication encryption, universal networking, guaranteed user-initiated restore services, and no bandwidth or file size limits. CrashPlan features a user-friendly, single dashboard console accessible on a desktop, mobile device, or online. Because the company offers different service levels, CrashPlan is a scalable endpoint backup solution for growing businesses. CrashPlan differentiates itself from the competition by providing expanded compatibility, the option to keep deleted files, multiple file versions, multiple backup sets, and minute-by-minute automated backups. In its enterprise level service package, CrashPlan offers cloud storage options that include public, private, and hybrid clouds. In addition to featured services, CrashPlan offers subscribers ongoing support and reporting services to easily manage data. Code42's CrashPlan is an attractive option for medium and large-scale businesses looking for a worry-free backup solution. Enterprise level endpoint backup services from CrashPlan have been implemented by Ohio State University, Augsburg College, and Colby College. As a result, the time spent managing backups was decreased up to 98 percent. Additionally, Colby College incorporated CrashPlan as an integral component of its disaster recovery plan. Positive responses to CrashPlanês functionality and value have led the enterprise endpoint backup service to be chosen as one of 2013 Readersê Choice Top Products by University Business.

Top Comparisons:*

Acronis Backup and Recovery vs. CrashPlan	Compared 23% of the time.
Veeam Backup vs. CrashPlan	Compared 15% of the time.
Mozy Pro vs. CrashPlan	Compared 8% of the time.

* Data is based on the aggregate profiles of IT Central Station Users researching this solution.

CRASHPLAN REVIEW BY A REAL USER

SrAssociate670 *Verified by IT Central Station*
Venture Center Senior Associate at a university with 1000+ employees

Valuable Features:

Its seamless, it just works; just set it, forget it and if something comes up they just email you.

Improvements to My Organization:

Its our backup for everything, photos, files, backs up to local server and its saves my butt so many times. No problem restoring files when a computer crashes. If you treasure your digital content – this is the solution for you.

Room for Improvement:

Not really. Does everything so well.

Use of Solution:

Roughly 4 years.

Deployment Issues:

No issues with deployment.

Stability Issues:

No issues with stability.

Scalability Issues:

No issues with scalability.

Customer Service:

Great, I had one support instance that I needed help with, and they got back right away.

Technical Support:

Great, I had one support instance that I needed help with, and they got back right away.

To read more reviews about Cloud Backup, please visit:
http://www.itcentralstation.com/category/cloud-backup

Previous Solutions:

Mozy, was clunky and changed their pricing, and we also wanted unlimited data.

Initial Setup:

Super straightforward. Literally click a couple buttons and its up and running.

Implementation Team:

In-house.

ROI:

How can you quantify that, easily thousands of dollars. A lot.

Pricing:

Cost is $400, 4 years, 10 machines.

Alternate Solutions:

Carbonite.

Other Advice:

Do it. Pick this one – it's the best.

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CRASHPLAN REVIEW BY A REAL USER

ManagedSvcEng72851 *Verified by IT Central Station*
Managed Service Engineer at a tech services company
with 1-100 employees

Valuable Features:

Available across multiple-platforms.

Improvements to My Organization:

Ease of use as compared to its competitors.

Room for Improvement:

The administration side as reporting ability is lacking.

Use of Solution:

2 years

Deployment Issues:

Yes. Many, but it came from outside of the product.

Stability Issues:

Not too much.

Scalability Issues:

Very little. But without a working deployment tool, it becomes very challenging to
deploy to 500+ people.

Customer Service:

Best support portal I have ever used.

Technical Support:

Great so far.

Previous Solutions:

Yes. People hated our previous solution as it required vpn and bogged down CPU.

Initial Setup:

We required a custom solution so it was a little difficult. Without a deployment tool the client was challenging to automate the install.

Implementation Team:

We did it with the help of the vendor. Their field engineer was very knowledgeable.

ROI:

I have no idea.

Pricing:

Uncertain. Above my pay grade.

Alternate Solutions:

Yes, Druva.

Other Advice:

It's very user friendly...when it works.

To read more reviews about Cloud Backup, please visit:
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Storsimple

Vendor: Storsimple

Sample Customers:	AGC AusGroup. Black & Veatch, Catholic School Board, Convergent Computing, GF Health Products, Infinity Pharmaceuticals, Mazda, Medplast, Mulvanny G2 Architecture, Paul Smith, Provoke Solutions Ltd, Saudi ReadyMix, SK Telecom, TechSmith, Textron, Walbridge

Top Comparisons:*		
Panzura vs. Storsimple		Compared 23% of the time.
TwinStrata vs. Storsimple		Compared 11% of the time.
Nasuni Cloud Backup vs. Storsimple		Compared 11% of the time.

* Data is based on the aggregate profiles of IT Central Station Users researching this solution.

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STORSIMPLE REVIEW BY A REAL USER

Jeffrey Mitchell *Verified by IT Central Station*
Director of IT at a tech services company with 1-100 employees

Valuable Features:

This product is easy to use and does all the work in the background for cloud replication and migration.

Cut costs by 80% on average compared to other co-located storage solutions.

Connectivity and ability to snapshot in the cloud.

Recover disk images from 5 minutes ago in a second and only recover the live data that is immediately needed.

Improvements to My Organization:

We had multiple backup scenarios and Business continuity plans. With StorSimple we can replace a lot of manual process with the automation and cloud functions built in.

Room for Improvement:

I would like more options besides iSCSI. I would also like link aggregation vs MPIO.

Use of Solution:

3 Years. Provided support to other teams deploying them and maintained our deployment.

Deployment Issues:

Only false alerts that needed to be read other than that after a long back and forth with support all was well. Nothing actually failed.

Stability Issues:

No, not in the entire time we have used the product.

Scalability Issues:

No we could scale out by using head units and multiple controller configurations, it was never needed. As we grew Azure took on the responsibility to host more storage.

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To read more reviews about Cloud Backup, please visit:
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Customer Service:

I had one issue and although it took a while to get pointed in the right direction the support people listened.

Technical Support:

Good. The technician was knowledgeable.

Previous Solutions:

Previously used Synology and Dell. There was no true cloud integration.

Initial Setup:

It was extremely straightforward. I can't think of anything complex about the setup.

Implementation Team:

We did in house it was not terribly complicated.

ROI:

So far in manual processes we save about 15% of our overall IT budget now.

Pricing:

The only cost is in the purchase of Azure storage the device was free. There is no day-to-day cost a quarterly maintenance cost for patching is about it.

Alternate Solutions:

No we wanted Azure it was about finding the right solution with Azure.

Other Advice:

Keep it simple and use MPIO. You need network redundancy.

Zac Saunderson *Verified by IT Central Station*
Network Engineer at a pharma/biotech company with 1-
100 employees

Valuable Features:

Ability to easily backup data to Azure.

Improvements to My Organization:

This device has made it possible for us to almost entirely do away with Tape
backup. It has good integration with Veeam but shines in file storage arena.

Room for Improvement:

It would be nice for Storsimple to offer a unit with more fast disk so that it would
mimic a traditional SAN more easily.

Use of Solution:

3+ years.

Deployment Issues:

No issues with deployment.

Stability Issues:

Had a SSD drive go bad in one of our older units. This was replaced under our
service plan, but during the rebuild process encountered a bad block in another
SSD that it was reading from and downed the device hard. had to rebuild the
device from scratch with support and pull down the last backup from the cloud.

Scalability Issues:

No issues with scalability so far.

Customer Service:

9 out of ten, they consistently beat service timelines.

Technical Support:

9 out of ten

To read more reviews about Cloud Backup, please visit:
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Previous Solutions:

We had everything on a traditional SAN but realized that we could also help in our backup strategy by moving file data to a device like this.

Initial Setup:

Very straightforward any IT engineer could easily do it.

Alternate Solutions:

We evaluated a whitewater device, which was more backup oriented.

Join the IT Central Station Community

This report features just a few of the Cloud Backup reviews on IT Central Station. If you would like to read more about what real users are saying about the many Cloud Backup solutions on the market, visit the Cloud Backup page at IT Central Station:

http://www.itcentralstation.com/category/cloud-backup

There are a number of ways you can participate in the IT Central Station community. Write a review, read a comment, or just follow a product. Either way, we'll be sure to let you know when people are talking about the solutions you care about!

Give to Get

Did you find this whitepaper helpful? At IT Central Station, our philosophy is "Give to Get". Our active community and unbiased reviews are made possible by your participation and as such, we ask that you share your expertise with us as well. Please expect to be contacted shortly by an IT Central Station Community Manager. We will ask you for 10 minutes of your time to review a product that you use either via a 10 minute phone interview or questionnaire. You can choose to review anonymously or not and your company name will not be included in the review.

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