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Acronis Backup

Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Desktop Support Manager at a government
with 51-200 employees

it_user164862

WHAT IS MOST VALUABLE?

Backups of servers while they are running.

HOW HAS IT HELPED MY ORGANIZATION?

Almost eliminated our need for tape backup.

WHAT NEEDS IMPROVEMENT?

Error messages, logs, reliability.

FOR HOW LONG HAVE I USED THE SOLUTION?

5 years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

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

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

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

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No.



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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: Great. Technical Support: Average to poor.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

Switched away from tape backups

HOW WAS THE INITIAL SETUP?

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

WHAT ABOUT THE IMPLEMENTATION TEAM?

In-house.

WHAT WAS OUR ROI?

2 to 3 years.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Not available at this time.

WHICH OTHER SOLUTIONS DID I EVALUATE?

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

WHAT OTHER ADVICE DO I HAVE?

Purchase Veeam, do not buy Acronis.

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