



Asigra

Review From A Customer



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

Review by a Real User

Verified by IT Central Station



Owner at a tech services company with 51-200 employees

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VALUABLE FEATURES

Asigra's client-less approach is one of the best in the industry. Ensuring the backup/management of any system on the network through one single portal is extremely helpful. Asigra's message level restore is an exceptional feature for retrieval of deleted emails. The quality of the backup can always be trusted as there are numerous background services running to constantly check data integrity. Although not tested as of yet, version 13 offers backup of Microsoft Online Exchange backup (Google Apps was available for Version 12). Backup of ESXi (including the free version) as well as Hyper-V and Hyper-V cluster is nice as well.

ROOM FOR IMPROVEMENT

Although a fantastic backup system, it is very complex. Installation can take anywhere from 35 - 95 min (depending on the system resources) - prior to setting up any backup sets. Disaster Recovery is one area where Asigra requires some re-thinking. At this time the procedures for Disaster Recovery are even more complex than the initial installation. The DR set up must be the same as the original Backup Setup - naming conventions, unless well documented could increase the recovery time significantly. The constant checks and re-checks, although great for data integrity, affects recovery times - once installation of the recovery system is completed a database recovery must be started and then a synchronization of data files (which can take countless hours - depend on amount of data and available bandwidth). Only after all this is done the data recovery can begin. Bare Metal backup is great and works well, although recovery of systems to dissimilar hardware is difficult IF possible. Physical to virtual (only available to VMWare) is complex and requires VMWare tools be installed and configured...configuration can be difficult. For businesses that have Bandwidth issues Recoveries are difficult as interruptions or disruptions may require restarting the recovery of all files again and again until there are no network issues. Test recoveries on secondary systems are difficult - require stoppage of backup systems. Setting up a recovery server can be difficult as at times it may require stopping backup for a day or more depending on the tests run (for Disaster Recovery). For general test recoveries run of the original setup no extra setup is required.

USE OF SOLUTION

Over 1 year



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DEPLOYMENT ISSUES

MS SQL can sometimes cause some headaches during installation, but generally no issues with installation.

STABILITY ISSUES

Service can stop at times with no real explanation and require a manual restart (only of the service not entire server). Automatic upgrades can fail at times requiring manual intervention.

SCALABILITY ISSUES

No. Very scalable.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: Very good. Technical Support: Support staff is knowledgeable and will work with hard to ensure all is done to resolve the issue.

PREVIOUS SOLUTIONS

Asigra is one of the solutions offered at this time to support clients - depending on needs. cost of implementation, bandwidth and RTO/RPO objectives are considered prior to selection of system.

INITIAL SETUP

Initial setup very complex - although wizards to help. Ensuring all information is document is critical for a positive experience in case of disaster. Planning for this is key.

IMPLEMENTATION TEAM

In-house.

ROI

ROI can depend on client - as low as 3 months and as high as 18+ months. Cloud storage must be considered in **ROI** as this can add anywhere from \$0.01 to \$0.10 per GB or more.

PRICING, SETUP COST AND LICENSING

Asigra's implementation and day-to-day costs are very high. Necessary features can significantly increase the cost of implementation.

OTHER SOLUTIONS CONSIDERED

Aside from Asigra we also use other solutions to ensure client needs are met. Other solutions currently used are: 1) Veeam2) Backup Exec - to disk only3) IASO4) Azure5) AhSay



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OTHER ADVICE

Asigra does many things well, however it is not as robust in areas that are becoming more mainstream. Excellent Backup System - backup of cloud (Google Apps, Salesforce, Online Exchange), backup of data (files and folders), backup of SQL, Oracle, Exchange and MLR etc., backup of VMs (VDR available for VMWare only - complex but works well) Requires improvement - Disaster Recovery for Physical systems, no ability for DR testing, Costly to keep numerous revisions or deleted files. I would question the sometimes advertised 90% compression rate as Selected to Stored will usually be between 0.5:1 to 3:1 (depending on the setup of the backup set).

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