



Rocket Servergraph

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



Senior Systems Analyst at a newspaper with 1,001-5,000 employees

John Mandel

WHAT IS MOST VALUABLE?

Failed backup reporting System generated alerts for predefined conditions Predictive events Historical reporting Trending analysis

HOW HAS IT HELPED MY ORGANIZATION?

Requires less oversight of our backup products. Gets us to the potential problem areas before they happen.

WHAT NEEDS IMPROVEMENT?

TSM is the most robust product in their lineup that I am aware of. I also use it for NetWorker and Data Domain, and they have made so many improvements over the last couple years. They are constantly listening to users and making improvements.

FOR HOW LONG HAVE I USED THE SOLUTION?

Wow, maybe 10 years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

None.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

None.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

None, this is a strong point.



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HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: 10 out of 10. Technical Support: I have not found a company with a better support team in recent years. While other organizations' support have seemed to become less robust, ServerGraph has continues to excel in this area. This is the only organization that I can meet readily with developers, when warranted.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

Tried using TSM, now Spectrum Protect, Networker and Datadomain supplied the reporting and management tools.

HOW WAS THE INITIAL SETUP?

The setup could not be easier. Rocket is there with you every step of the way.

WHAT ABOUT THE IMPLEMENTATION TEAM?

In-house, having no prior experience with the product.

WHAT WAS OUR ROI?

The product pays for itself in productivity gain. We also realized a benefit from reclaiming valuable resources which we were able to detect that otherwise would have gone unnoticed.

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

Give it a try. It is quick, easy, and a great value.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Yes.

WHAT OTHER ADVICE DO I HAVE?

Give it a try. You have nothing to lose and so much to gain.

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