



Rubrik

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



**Raffaello
Poltronieri**

Cloud Solutions Architect at a comms service provider with 201-500 employees

WHAT IS MOST VALUABLE?

The most valuable feature of this product is fast recovery from the backup. Fast recovery is managed by attaching a disk where the backup is located. It's immediately available to the customer who doesn't need to wait for the system to recover the BKP from an archive.

HOW HAS IT HELPED MY ORGANIZATION?

The traditional backup solutions didn't allow us to give a prompt answer to customers who needed recovery. Plus, there were too many human resources involved for management.

WHAT NEEDS IMPROVEMENT?

Some of the areas that need improvement are the user GUI (multi-tenancy) and the promised Rubrik Edge solution, which will allow customers to back up their physical devices in our cloud. About the GUI, the interface for our customers is not available at the moment in a multi-tenant environment.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have used this solution for around ten months.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We encountered an anomaly in freeing up space after archiving but the resolution from support has been satisfactory and fast.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have not encountered any scalability issues. This is the best scalable backup device that we found in the market.



[Read 23 reviews of Rubrik](#)

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

The level of technical support is very high in terms of the availability, skills and low time to solve issues.

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

Previously, we have used Commvault. It was a nice solution and also effective in deduplication. However, the license renewal costs were similar to 1 box of Rubrik. We have also used Acronis, but it's not an enterprise-class product and the several issues that we encountered have not been solved by their support. We still use it because of the customer interface and BaaS.

HOW WAS THE INITIAL SETUP?

It's been fast. It took about one hour and was installed for free by a Rubrik field engineer. It is important to note that they have no offices in Italy, so they came from Netherlands for installation.

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

Licensing is included in the HW. Pricing is adequate for CSP; however, it might be a bit too high for small companies.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We evaluated other traditional SW products; more or less, we looked at all of them.

WHAT OTHER ADVICE DO I HAVE?

If a fast recovery and scalability are critical points, then this is the best choice. It is important to note that it's an HW solution, so all the CPU, RAM and other resources are completely dedicated to backup.

Learn more: [Read 23 reviews of Rubrik](#)