



# Rubrik

# Review From A Customer



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

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## 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 OUR PRIMARY USE CASE?**

We use this solution for IaaS customer environment backup in cloud and for internal purposes. We're planning on offering a GUI to the customers so that they'll be able to restore by themselves.

### **HOW HAS IT HELPED MY ORGANIZATION?**

Time dedicated to backup was drastically reduced. Reduced infrastructure complexity, and easy and fast to restore.

### **WHAT IS MOST VALUABLE?**

Disk mount that lets a restore happen immediately, no need to re-hydrate. A reduced infrastructure complexity and fast to rack and go.

### **WHAT NEEDS IMPROVEMENT?**

Integration with video CD (coming in the next release) and a multi-tenant GUI. Availability in a NFR format of virtual appliances to test them in public cloud environment.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

One to three years.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

No issues, integration between hardware and software makes it very stable.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

Not at all, it's built to be scalable.



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**HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Any of the few customer issues were promptly solved by the support. We had internal training through videos offered on their site.

**WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

We used Commvault and Acronis and we switched, the first because of complexity, the second because of unreliability.

**HOW WAS THE INITIAL SETUP?**

Very simple and assisted by their engineers on site.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

We bought it directly from Rubrik, whose support is praiseworthy.

**WHAT WAS OUR ROI?**

Since it was fast to rack and go, ROI is highly positive, and customer response was great.

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

Setup is immediate but pricing is not cheap. The best solution for a small company is to join a provider to backup in the cloud and/or locally with Rubrik Air (BaaS).

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

We looked at VEEAM (but was based only on a software solution) and Cohesity (similar but less performant).

**WHAT OTHER ADVICE DO I HAVE?**

I'm completely enthusiastic about the product, and I advise it to everyone who needs a fast and easy solution.

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