



Veeam Backup & Replication

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



Network Consultant at a tech services company with 51-200 employees

it_user162141

WHAT IS MOST VALUABLE?

Both backup and replication, simple to read reports.

HOW HAS IT HELPED MY ORGANIZATION?

Allowed simple backup and restore of virtual machines as well as granular restore of files and Exchange databases.

WHAT NEEDS IMPROVEMENT?

Most of the features I wanted was addressed in version 6 and 7 (i.e. backup to tape) allowing my clients to finally get rid of backup Exec to copy backups to tape. I'm not sure if there's a way to back up physical servers with Veeam but that would be a good feature to help customers transition into a fully virtualized environment OR maintain some physical servers in the environment.

FOR HOW LONG HAVE I USED THE SOLUTION?

3 years (version 7 and older versions).

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

Issue when licenses files (.lic) are downloaded from OWA which would render it unusable. Also had issues in earlier version where snapshots weren't deleted properly but that can be attributed to a mix of the ESXi version and Veeam.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Veeam 6 and 7 has been very stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Our customers have not run into any scalability issues.



Veeam Backup & Replication

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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: Excellent. Calling tech support and getting routed to a tech is quite fast. Technical Support: Excellent and responsive.

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

Backup Exec was previously used but their early attempt to backup VMs were cumbersome and Veeam stepped in to address that problem. The only reason why Backup Exec was kept in the environment was to backup to tape and, in the earlier days, backup Exec databases.

HOW WAS THE INITIAL SETUP?

Very straight forward. The console is extremely simple to use and intuitive.

WHAT ABOUT THE IMPLEMENTATION TEAM?

In-house.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Veeam is definitely one of the market leaders and is the preferred choice.

WHAT OTHER ADVICE DO I HAVE?

Definitely one of the simplest ways to backup a virtualized infrastructure but you may not be able to fully get rid of your regular backup software if you have physical servers or specialized applications that required specific plugins that Veeam does not support.

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