



# Veeam Backup & Replication

## Review From A Customer



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## Review by a Real User

Verified by IT Central Station



Technical Marketing Engineer with 201-500 employees

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### VALUABLE FEATURES

Application Aware simplifies the backup of applications that are deployed as virtual machines. Treating VMs as VMs. Virtual lab is also another useful feature for verifying backups with SureBackup and also allowing us to deploy test environments for test/dev.

### IMPROVEMENTS TO MY ORGANIZATION

It simplifies the backup process by allowing applications that are virtualized to be treated as virtual machines. Veeam's virtual labs actually takes into account all the required dependencies of testing application servers with ease. Not all solutions have this feature.

### ROOM FOR IMPROVEMENT

There should be additional support for guest base backups.

### USE OF SOLUTION

I have been using this solution for more than 5+ years. I have also looked at and did competitive analysis among all the data protection solutions that are out there. Veeam is very simple and intuitive.

### DEPLOYMENT ISSUES

Nope. The solution is very simple and intuitive.

### STABILITY ISSUES

There was no stability issues with Veeam that I had encountered.



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### **SCALABILITY ISSUES**

I have not encountered any issues with scalability with Veeam.

### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Customer Service: The level of customer service has actually improved over the years. Rather than a level 1 support who has no idea how to troubleshoot. It seems that the level of support is more knowledgeable these days. Technical Support: I would rate it as a 4 (with 5 being the highest).

### **INITIAL SETUP**

Very straightforward and intuitive for someone who has been in the data protection industry for many years.

### **IMPLEMENTATION TEAM**

In-house because it is very simple and intuitive.

### **OTHER SOLUTIONS CONSIDERED**

Yes, CA ArcServe, TSM.

### **OTHER ADVICE**

Try it out and you'll be very surprised at how easy Veeam is for virtualized environments.

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