



Veeam Backup & Replication

Review From A Customer



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Review by a Real User

Verified by IT Central Station



Freelance IT Consultant at a tech consulting company with 51-200 employees

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VALUABLE FEATURES

The product is really easy to use.

IMPROVEMENTS TO MY ORGANIZATION

It has made the VM infrastructure easier to manage, as well as simplifying the backup and restore process.

ROOM FOR IMPROVEMENT

The tape management is not really efficient and some other products are better. I know that backup on tape is not the the main target of Veeam but, it's important.

USE OF SOLUTION

I've used it for two years.

DEPLOYMENT ISSUES

Nothing serious.

STABILITY ISSUES

Sometimes, the memory is not big enough, and I would guess that a leak might be present. Performing a monthly reboot solve this (at the same time as Windows updates).

SCALABILITY ISSUES

No issues encountered.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: It's good. Technical Support: It's poor for certain issues (with the Veeam One product, the guys did not talk together and asked the same question several times). We had a loss of production time, and the answers they gave were not efficient.

INITIAL SETUP

It was simple and fast.

IMPLEMENTATION TEAM

I implemented it myself.

OTHER SOLUTIONS CONSIDERED

I also looked at Avamar, Symantec and TSM which are better for tape management and data retention management, but expensive. Veeam however, is the easiest way to manage virtual infrastructure backup, and the cost is better, when compared with some other solutions.

OTHER ADVICE

Evaluate your needs before choosing a product. If tape management is required only, then Veeam is not the choice.

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