



# Veeam ONE

## Review From A Customer



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## Review by a Real User

Verified by IT Central Station



Senior IT Systems Administrator at a energy/utilities company with 501-1,000 employees

**Naveed Ahmed**

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

Monitoring Reporting Capacity planning

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

It allows us to proactively monitor of virtual infrastructure, and has reduced downtime.

### **WHAT NEEDS IMPROVEMENT?**

Reduce the use of dark colors in the product interfaces (GUI).

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

I have used it for five years.

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

No stability issues encountered so far.

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

I have not encountered any scalability issues.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Technical support is not so good: Communication issues due to language differences Slow responses

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

We previously used IBM & Microsoft solutions.



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**HOW WAS THE INITIAL SETUP?**

Initial setup was straightforward.

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

Licenses are getting costlier whenever there is a new version.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

Before choosing this product, we also evaluated VMTurbo & VMware Operations Manager.

**WHAT OTHER ADVICE DO I HAVE?**

It's a great product.

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