



VERITAS

# Veritas Backup Exec

## 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



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Manager of Infrastructure at a tech services company with 10,001+ employees

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

The Exchange restore is the most valuable feature. The restore granularity that the product offers is great, right down to the individual emails. It saves a ton of time and effort for the admins. There is far less frustration for the end user that equates to more time for admins for addressing more burning issues within their areas of expertise, thus, increasing the employee's productivity.

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

The speed at which one can restore offers much faster recovery times for our clients.

### **WHAT NEEDS IMPROVEMENT?**

Make the product more user-friendly for users who aren't familiar with Veritas Backup Exec. The product is better utilized if you've used previous versions of the product. The Veritas Backup Exec GUI is familiar to users who have used the product before. However for a new user the GUI could prove to be slightly challenging to get used to. Veritas should provide an update where the GUI layout is redesigned and provides a certain level of comfort for new/first-time users of the product.

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

I have used this solution for around six to ten years.

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

There were no stability issues.

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

There were no scalability issues.



## Veritas Backup Exec

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

Technical support is good. Veritas is good, overall, when it comes to the technical support.

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

I have used numerous backup products. My personal preference would be IBM Tivoli Store Manager (TSM). Cost is always a factor and Veritas Backup Exec is very competitively priced.

### **HOW WAS THE INITIAL SETUP?**

The setup was straightforward but Veritas assisted us with the implementation, which in turn ensured that the best practices were adhered to.

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

Engage with as many Veritas partners as possible, to try and get the best pricing based on the partner status.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We looked at NetBackup and IBM TSM.

### **WHAT OTHER ADVICE DO I HAVE?**

Consider all the backup requirements and budgets. Look at your IT department's long-term strategy.

Learn more: [Read 17 reviews of Veritas Backup Exec](#)