



**VMBACKUP**  
Hyper-V | VMware

**Altaro VM Backup  
vs. Acronis  
Advanced Backup  
Product comparison**

# Altaro VM Backup 6 vs. Acronis Advanced Backup 11.5

Acronis is a familiar name in imaging and backup products and provides different backup solutions for both home users as well as businesses of varying sizes. This comparison showcases the competitive differences between Altaro VM Backup and Acronis Advanced Backup, which is Acronis's backup offering that supports both VMware as well as Hyper-V.

## Executive Summary

- Acronis is **substantially more expensive** than Altaro VM Backup.
- Acronis offers **limited functionality for Hyper-V and VMware** and is **very slow to implement support for current and recent versions of Windows Server**.
- Acronis Backup is poorly laid out, leading to **needless complexity** and makes it difficult to work with at times.

## Acronis Weaknesses against Altaro VM Backup

- **Heavy application requirements:** Acronis backup is designed to be installed on at least one dedicated server, and its console and primary backup components are resource-intensive enough to justify it. It cannot be installed on Hyper-V Server or a Core installation of Windows Server. A Microsoft SQL instance is required (the Express edition is acceptable in some cases). Conversely, Altaro VM Backup can be installed directly on the system to manage and works perfectly well in Core environments, all without a heavy database system.
- **Feature limitations:** Fully four years after the introduction of SMB-based Hyper-V virtual machines, Acronis Backup still does not support it. Acronis is generally slow to implement support for new versions of Windows and Hyper-V Server, potentially forcing customers to delay upgrade plans.
- **Ease of Use:** Acronis Backup's interface is not well-designed and it is very easy to become lost and confused by the options and screens. Choosing the wrong options can cause a job to fail entirely and the application does not generally provide any advance warnings about such misconfigurations. Error messages are very cryptic. Messages do provide links to the Acronis knowledge base, but it often does not have pages for the experienced errors. Altaro VM Backup is designed specifically with ease of use in mind, even for the novice user.
- **Unstable software:** The Acronis Backup product is quite error prone, partially because it is difficult to configure properly. The difficulty of understanding the presented error messages simply adds to the frustration.

## Acronis Strengths over Altaro VM Backup

- **Larger feature set:** Overall, Acronis has a wider feature set, with the salient options being support for physical systems. However, Altaro VM Backup's feature set for VMware and Hyper-V is superior to that of Acronis Backup.
- **More hypervisors:** Acronis Backup includes support for Citrix XenServer; Altaro VM Backup does not.

- **Backup to tape:** Acronis Backup allows targeting of tape systems.

## Feature comparison

	<b>Altaro VM Backup 6</b>	<b>Acronis Advanced Backup 11.5</b>
Size of install files	<b>183MB</b> Main installer.	<b>12.8MB web installer, up to 2GB full installer maximum</b>
Time to Install	<b>Less than 5 minutes</b> If the .Net Framework is already installed.	<b>As much as an hour</b> for the pre-selected options using a remote SQL Server.
Time to first backup	<b>Less than 5 minutes</b> Depends mainly on the speed in which the operator can configure a backup target.	<b>15 Minutes or more</b> after installation (not including patching) is a reasonable estimate. Depends on operator's understanding of the software and complexity of the environment.
Major Requirements	<b>Hyper-V: No separate system necessary.</b> The entire product can be installed on a Hyper-V host.  <b>VMware:</b> The management console can be installed on any compatible Windows system, including a desktop operating system. Does not need to be a dedicated environment.	Needs at least one <b>Windows installation</b> that should be dedicated. <b>SQL is required</b> , although Express is adequate for small organizations.
Ease of use	<b>Very simple to use</b> A novice user should be able to perform both backups and restores without much effort.	<b>Extremely difficult to use</b> Settings and screens are not well-explained and there are no warnings about error-causing misconfigurations. Error messages are very difficult to understand.
Admin maintenance required	<b>Minimal</b>	<b>Moderate</b> If all is well, should require minimal intervention. Problems are difficult to understand and may require substantial time to sort out.



Cost of ownership	<b>Low</b> Maximum \$585 per host.	<b>Expensive</b> Minimum of approximately \$1,000 for the first year (includes maintenance).
Price for 1 virtualization host (2 sockets)	<b>\$395 - \$585</b> (Standard / Unlimited Edition, incl. 1 year SMA*)	<b>\$1,700 for Hyper-V or VMware host license;</b> \$1,800 for universal license. (incl. 1 year SMA)
Price for 5 virtualization hosts (2 sockets per server)	<b>\$1,975 - \$2,925</b> (Standard / Unlimited Edition, incl. 1 year SMA)	<b>\$7,650 for specific hypervisor;</b> \$8,100 for universal licenses (incl. 1 year SMA)
Pricing structure	<b>Straightforward</b> Priced per host.	<b>Complicated</b> Acronis licenses each backup type (server type, application type, storage type) separately, leading to a complex, multi-layered pricing structure.
Maintenance and Support cost	<b>25% Of initial license fee</b> First year included with initial license purchase.	<b>18% Of initial license fee</b> First year included with initial license purchase.
Quality of Support	<b>99% client satisfaction</b> 56s avg response time – phone 95m avg response time – email 76s avg response time – live chat	<b>Acronis support receives generally negative reviews</b> The most common complaints are that issues take a very long time to resolve and that the support staff does not seem knowledgeable about the issues.
Fit for SMB organizations (1-50 hosts)	<b>Perfect fit</b> Altaro provides a product with a feature set and pricing model that fits well with SMB needs and budgets.	<b>Too complicated, unreliable and expensive</b> Complexity and expense are problematic enough, but the lack of support for SMB 3 closes the door to small businesses looking to save money on storage.
CSV-aware / Support for vCenter		
SMB 3-aware		



Agentless		 (for virtual machines)
Offsite Replication w/ WAN Acceleration		
Start VM Directly from Backup		
Live Backups of Windows VMs		
Live Backups of non-Windows VMs		
Hyper-V and VMware Support		
Tape Support		

\* SMA = Software Maintenance Agreement that covers software updates and Technical Support.