



**VMBACKUP**  
Hyper-V | VMware

# Altaro VM Backup vs. Microsoft's System Center DPM

Product comparison

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Microsoft's System Center DPM (Data Protection Manager) is the backup and recovery engine of the System Center Suite. While capable, this product is unwieldy, expensive, and complex. It's only upside is more granular recovery capabilities at various levels of the organization that are mainly needed in the enterprise space.

## Executive Summary

- DPM cannot be acquired alone; is only available as part of expensive System Center
- DPM requires a substantial amount of resources to operate
- Support for DPM is not free
- Altaro provides superior protection for Linux
- DPM allows for backup to tape

## Data Protection Manager Weaknesses against Altaro VM Backup

- **Light application:** The Altaro product is a small software application that sits inside the management operating system. In contrast, **DPM is an extremely heavy application** in its own right and **requires access to a Microsoft SQL Server instance**.
- **No extra licensing:** The SQL instance that DPM uses must be Standard or Enterprise. The free Express edition is not supported.
- **Quick to install:** Where Altaro can be installed and used in a just a few minutes, the DPM installation is lengthy, error-prone, and not well documented. The difficulty of installing DPM extends to using DPM as well. The screens are confusing and not well-laid out. Just taking the first backup requires learning a substantial amount about the product.
- **Better guest VM support:** Guest support is not as robust in DPM. Linux virtual machines and any that run on SMB 3 shares must be taken offline briefly for DPM to back them up. In some cases, DPM reported that it had taken an online backup, but all other tools reported that the VM was taken offline for a brief time. Altaro is able to back up these virtual machines without interruption.
- **Support limited and adds to cost of ownership:** Getting help with DPM is not easy. Microsoft Product Support Services charges per-incident for support calls unless a verifiable bug is the cause of the call. Otherwise, support can be found through third-party providers that charge for their services or by searching the Internet. In contrast, Altaro support is included during the maintenance period.
- **More Efficient Backup of VMware VMs:** While DPM is able to backup VMware VMs by protecting them at the OS level, Altaro VM Backup is able to backup VMware



workloads from the hypervisor level. This provides a quicker and easier to manage backup.

### DPM's Strengths over Altaro VM Backup

- **No added cost if System Center is already used and budgeted for:** For businesses that have already invested in System Center, DPM is already included. Therefore, they might have already built its cost into a completely different budget item.
- **Wider backup support:** DPM is not a Hyper-V focused product, and can therefore back up any type of Microsoft client operating system, not just Hyper-V guests. Additionally, the solution can run from a virtual machine hosted in Azure.
- **Backup to tape:** DPM also allows for backup to tape. However, unlike Altaro, its protection model assumes that a type system is in use and does easily handle disk-only backup strategies.

### Feature comparison

	<b>Altaro VM Backup</b>	<b>System Center DPM 2012 R2</b>
Size of install files	<b>183MB</b> Main installer.	<b>3.7GBs</b>  This does not include patches
Time to Install	<b>Less than 5 minutes</b> If the .Net Framework is already installed.	<b>4+ Hours</b>  Installation is difficult, complex and very error prone. Lack of documentation doesn't help either.
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>30 Minutes+</b>  Interface is scattered and difficult to use. Determining how to do the first backup can be difficult for someone who has no prior knowledge of the product.
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.	<b>Dedicated Resources</b>  <b>Recommended:</b> Requires 4 vCPUs and 8GB of RAM minimum.

	Does not need to be a dedicated environment.	
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>Difficult to use</b> It can be difficult at times to find what you are looking for inside the UI.
Admin maintenance required	<b>Minimal</b>	<b>Difficult</b> Product contains lots of moving parts and a dependence on SQL which itself may require maintenance from time to time.
Cost of ownership	<b>Low</b> Maximum \$585 per host.	<b>High</b> The entire System Center Suite is required to use this product.
Price for 1 virtualization host (2 sockets)	<b>\$395 - \$585</b> (Standard / Unlimited Edition, incl. 1 year SMA*)	<b>\$1323 – \$3607 Depending on Number of VMs</b> (Support not included*)
Price for 5 virtualization hosts (2 sockets per server)	<b>\$1,975 - \$2,925</b> (Standard / Unlimited Edition, incl. 1 year SMA)	<b>\$18,035</b> (Support not included)
Pricing structure	<b>Straightforward</b> Priced per host.	<b>Moderately Complicated</b> Priced per physical CPU socket and the edition limits the number of VMs protected.
Maintenance and Support cost	<b>25% Of initial license fee</b> First year included with initial license purchase.	<b>Per Incident Support</b>
Quality of Support	<b>98% client satisfaction</b> 69s avg response time – phone 80m avg response time – email 88s avg response time - live chat	<b>Moderate</b> Microsoft Support, while effective can suffer from large call volumes which affects their communication at times.
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>Poor Fit</b> Too Expensive and Complex



CSV-aware / Support for vCenter		 (No vCenter Support)
Agentless		
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		 (No VMware API Support)
Tape Support		

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