

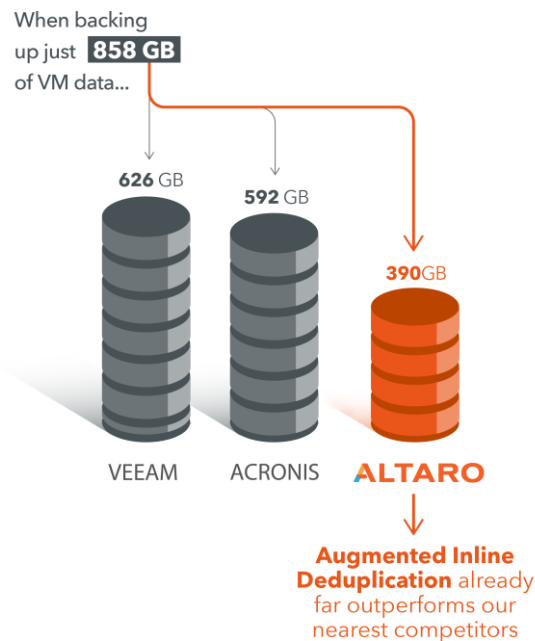


Altaro VM Backup 7.6 vs. StorageCraft ShadowProtect SPX 6.7

StorageCraft is often used under the hood by other backup vendors, but the company does have its own backup tools available, and they are actively improving this part of their business. However, the multitude of products and SKUs can be difficult if not impossible to sort through and utilize, especially for non-technical staff.

Executive Summary

- **The big differences between the two products are:**
 - **Complexity.** StorageCraft appears to be a cobbled mess of different products and utilities that somehow work together.
 - **Cost.** Altaro VM Backup is far more affordably priced, increasingly so for larger environments.
- StorageCraft is easy to install for very small environment 2 to 3 servers, but **as the size increases the installation difficulties and the management needs increase exponentially.**
- While StorageCraft will state that there is wide hypervisor support with their product, they can get away with this due to the fact that **an agent gets installed at the OS level on every VM**, which again, increases the management burden and creates more components to fail throughout the lifespan of the backup process.
- **Altaro VM Backup is more efficient** at reducing the storage footprint for protected VMs with its new Augmented In-line Deduplication **and offers full control of backup/restore operations via web console** (Altaro Cloud Management Console).



StorageCraft ShadowProtect Weaknesses against Altaro VM Backup

- **Moderate application requirements:** While StorageCraft's product doesn't have a single large dedicated footprint, it does require bits and pieces of resources all throughout your environment. As it is an agent based backup application, an agent does need to get installed and run inside the OS layer of each machine that needs protection. This adds up to be a fairly large footprint, should it ever need to be removed. Additionally, if you want web-based management, a separate virtual appliance (ShadowControl) is required and more agents are needed.
- **Ease of Use:** Ease of use is not the strong suit of this backup application. The sales process is complicated, the architecture process is complicated, and the installation process is complicated. This is all due to the fact that to achieve a holistic backup solution, you need a collection of several different StorageCraft applications, all with their own installers and licensing (and in some cases different license types for the same situations). This is difficult to figure out for an IT pro, let alone someone who may not even work for an IT department. Additionally, the solution is agent based, with mass installation being problematic for disjointed networks.
- **Unstable software:** With so many different components in play, it would be quite easy for a novice user or junior admin to misconfigure this application and cause inconsistencies and crashes later on. Logs are scattered about depending on the system being protected so then there is the added problem of attempting to figure out why something isn't working as intended.
- **Web Console Lacks Full Control of Backup/Restore Operations:** The ShadowControl appliance is a web based interface for managing multiple Storagecraft installs. However, while ShadowControl allows the user to manage endpoints, view reports and licensing, and configure backup jobs, there currently does not appear to be a way to manually run backup and recovery operations from this interface.



- **Support for Azure Storage Accounts as a Storage Target is Questionable:** While Storagecraft supports AWS and their own cloud built in Rackspace, you’ve had to run compute instances in Azure with Storagecraft running on them in order to use Azure as a storage target. This has come with a number of limitations. However, recently Storagecraft release notes have mentioned Azure storage integration, but there is no documentation to be found on the feature or how it works, so this will remain to be seen. Altaro VM Backup clearly and concisely supports Azure based storage accounts for offsite backup storage.

StorageCraft Strengths over Altaro VM Backup

- **Integrated Management:** Plugins available for the vSphere client and System Center VMM to allow for management of backups from within those toolsets.
- **Hardware Independent Restore:** StorageCraft has the ability to restore a backup image to any hardware – Virtual or Physical
- **AWS Support and the Ability to recover VMs in StorageCraft’s Cloud:** StorageCraft provides the option to recover workloads directly into their hosts cloud services in order to act as an offsite DR location.
- **Support for more hypervisors and filesystems:** Storagecraft supports Xen and RHEV in addition to Hyper-V and VMware’s platforms as well as now providing support for ReFS filesystems.

Feature comparison

	Altaro VM Backup 7.6	StorageCraft ShadowProtect SPX 6.7
Size of install files	315MB Main installer.	Varies significantly Will vary significantly due to the number of different products in play.
Time to Install	Less than 5 minutes If the .Net Framework is already installed.	1 - 4 hours or more. Most of this time will be spent attempting to figure out what components are needed for the given situation and how many agents are needed
Time to first backup	Hyper-V: No Separate System Needed. The entire product can be installed on a Hyper-V host. VMware: The management console can be installed on any compatible Windows system, including a desktop operating system. Does not require a dedicated machine.	30 Minutes or more after installation is a reasonable estimate for a small environment, although this depends on operator's understanding of the software and complexity of the environment and how many agents are needed for installation



Major Requirements	<p>Hyper-V: No separate system necessary. The entire product can be installed on a Hyper-V host.</p>	<p>Agents required on each workload being protected. Another tool is then required for remote management. Yet another tool is required for folder and image management.</p>
Ease of use	<p>Very simple to use A novice user should be able to perform both backups and restores without much effort.</p>	<p>Extremely difficult to use. A very confusing array of tools and products make this application very difficult to architect and use.</p>
Admin maintenance required	<p>Minimal</p>	<p>High If all is well, should require minimal intervention. However, problems could take time to sort out as logging is per machine and documentation is not clear as to what tool is designed for what. Additionally, multiple tools are needed for management.</p>
Cost of ownership	<p>Low Maximum \$875 per host.</p>	<p>Moderate-to-High Priced per protected system not per host. Cost for a single VM is \$395 with bundled packs becoming increasingly more expensive. Additionally, product can be licenced per Hypervisor socket if desired.</p>
Price for 1 virtualization host (2 sockets)	<p>\$515 - \$875 (Standard / Unlimited Edition, incl. 1 year SMA*)</p>	<p>\$1,595 (Socket Licensing) (1 year maintenance and basic support included)</p>
Price for 5 virtualization hosts (2 sockets per server)	<p>\$2,575 - \$4,375 (Standard / Unlimited Edition, incl. 1 year SMA*)</p>	<p>\$16,950 (Socket Licensing) (1 year maintenance and basic support included)</p>
Pricing structure	<p>Straightforward Priced per host.</p>	<p>Complicated Priced per VM or per socket. Multiple licensing types may be needed to achieve a complete solution.</p>
Maintenance and Support cost	<p>25% Of current license fee. First year included with initial license purchase, with 5-10% discounts on multiple year renewals.</p>	<p>20% Of current RRP First year included with initial license purchase.(basic support level)</p>
Quality of Support	<p>99% client satisfaction 22s avg response time – phone</p>	<p>StorageCraft support seems moderately well liked, but</p>



	<1h avg response time – email 16s avg response time – live chat	complaints arise regarding varying levels of support, and support hours. Example: For 24/7 support you have to pay for premium support.
Fit for SMB organizations (1-50 hosts)	Perfect fit Altaro provides a product with a feature set and pricing model that fits well with SMB needs and budgets.	Too complicated and expensive.
CSV-aware / Support for vCenter		
Agentless		
Offsite Replication w/ WAN Acceleration		
Start VM Directly from Backup		
Live Backups of Windows VMs		
Live Backups of non-Windows VMs		 *with a separate product
Hyper-V and VMware Support		
Web Based Management Available?		
Conduct Backup and Restore Operations from within Web Console?		 *Mentioned but not confirmed
Can backup directly to an Azure Blob Storage Account?		
Can run backups every 15 minutes?		



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