



VMBACKUP
Hyper-V | VMware

Altaro VM Backup vs. Unitrends

Product comparison

Altaro VM Backup 6 vs. Unitrends 9.0

Unitrends has always taken an appliance based approach to backups of both physical and virtual machines. This is done via a hardware or virtualized appliance depending on customer needs.

Executive Summary

- **Unitrends 9.0 is not priced well in comparison to Altaro VM Backup.** The differences in capabilities per version and the amount of protected resources each version supports makes it likely that a consultation will be necessary to determine what version a customer will need to purchase.
- The initial deployment of Unitrends 9.0 is very easy, however **configuration of protected resources and backup jobs can be problematic** with very little guidance or assistance via UI. This product would be very difficult to use for low-technical or non-technical staff.
- While the UI has been re-designed in this version, there are several sections of the UI that say one thing, but actually mean another. This lack of attention to detail makes things **more difficult to support and configure**, and makes it a weaker product in the long run.

Unitrends Weaknesses against Altaro VM Backup

- **Moderate application requirements:** While the Unitrends 9.0 Appliance is not as resource intensive as other backup applications, it still **REQUIRES** its own backup appliance that clocks in at 4GB of memory and 2 CPU cores. Additionally, for Hyper-V hosts it is not entirely agent free. There is no agent required for the individual VMs, but an agent needs to be installed on the Hyper-V host to allow the backup appliance to connect to the host. The solution is managed via a web interface that seems to work well enough, but is not consistent in presentation and provides no in UI guidance to assist the administrator.
- **Feature limitations:** While providing an all-in-one appliance for all backup needs, there are certain features that are only available at the higher licensing levels. Unitrends 9.0 provides offsite backups and support for Xen based workloads, but does not allow that functionality with anything lower than the standard licensing tier. For Exchange item level protection and sandbox verification features, the enterprise, and enterprise plus licensing levels are needed respectively, which greatly increases the price point of the product.
- **Not Easy of Use (despite the claims to the contrary):** The marketing and installation process of the product would like to pretend that ease of use is a big focal point of the product, in actual use, that statement is sadly not true. While the initial deployment of the virtual appliance was simple and quick, that concept ended once logging into the management interface. There is no in-UI guidance and it is not apparent where to add resources to protect or how to start a backup job. Additionally, there are a number of cases where the UI will say one thing when it means another. When an error is encountered, it will be cryptic and generally unhelpful, making this solution difficult to manage for non-technical staff.
- **Unstable software:** It could be some development pains from introducing a new UI, but the new UI is truly dreadful to use in its current state. The web UI crashed twice during testing, and upon running initial backups, errors occurred and it was not readily apparent what was

causing the issue. UI glitches appear frequently and it is not always apparent what object is selected for the current operation.

Unitrends Strengths over Altaro VM Backup

- **Larger feature set:** Unitrends has been around for many years, and as a result, has support for products and features that Altaro does not. This includes things like more granular SQL and Oracle database restoration options and the ability to protect physical servers.
- **More hypervisors:** Unitrends 9.0 includes support for Citrix XenServer; Altaro VM Backup does not.
- **More storage choices:** Unitrends has several options for storage including physical appliances. Additionally, Unitrends 9.0 supports backup to Amazon S3, Google Cloud Storage, and Rackspace CloudFiles.

Feature comparison

| | Altaro VM Backup 6 | Unitrends 9.0 |
|-----------------------|---|--|
| Size of install files | 183MB Main installer. | 1.2 GB appliance image; does not include patches or service packs.30 MB agent will be needed for Hyper-V hosts. |
| Time to Install | Less than 5 minutes If the .Net Framework is already installed. | 15 – 20 minutes depending on utilization of virtualization infrastructure. |
| Time to first backup | Less than 5 minutes Depends mainly on the speed in which the operator can configure a backup target. | 30 minutes or more after installation is a reasonable estimate as the UI is not labeled well, is confusing, and provides little guidance. Depends on operator's understanding of the software and complexity of the environment. |
| Major Requirements | Hyper-V: No separate system necessary. 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 need to be a dedicated environment. | Required deployment via physical appliance of 1.2 GB virtual appliance requiring 4 GB of RAM and 2 vCPUs. |

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| Ease of use | Very simple to use A novice user should be able to perform both backups and restores without much effort. | Moderately difficult to use Settings are not well-explained and error messages are cryptic and generally unhelpful. |
| Admin maintenance required | Minimal | Minimal to moderate; If all is well, should require minimal intervention. Problems could take time to sort out. Patches can sometimes cause the application to fail completely. |
| Cost of ownership | Low Maximum \$585 per host. | Expensive Very basic functionality provided free for first 1TB of data. For full featured protection cost is \$1499 per Hypervisor Socket. (Support included for paid versions.) |
| Price for 1 virtualization host (2 sockets) | \$395 - \$585 (Standard / Unlimited Edition, incl. 1 year SMA*) | \$2,998 (All Capabilities) (incl. 1 year SMA) |
| Price for 5 virtualization hosts (2 sockets per server) | \$1,975 - \$2,925 (Standard / Unlimited Edition, incl. 1 year SMA) | \$7,495 (All Capabilities) (incl. 1 year SMA) |
| Pricing structure | Straightforward Priced per host. | Complicated 5 Possible editions with varying capabilities and number of allowed protected resources. |
| Maintenance and Support cost | 25% Of initial license fee First year included with initial license purchase. | 20% Of initial license fee First year included with initial license purchase. |
| Quality of Support | 99% client satisfaction 56s avg response time – phone 95m avg response time – email 76s avg response time – live chat | Unitrends Support is moderately well liked. Most technical concerns are addressed quickly by their support staff, but channel sales support has received bad reviews. |
| 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. |



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| CSV-aware / Support for vCenter | | |
| Agentless | | |
| Offsite Replication w/ WAN Acceleration | | |
| Start VM Directly from Backup | | |
| Live Backups of Windows and non-Windows VMs | | |
| Hyper-V and VMware Support | | |
| Tape Support | | |

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