Competitive Analysis
Retrospect And Our Competition

September 2013

Competitive Analysis: Retrospect for Windows and our top competitors

We've taken a hard look at our competition and how we stack up. Here is a comparison of features between us and our top competitors.

Feature	Retrospect 8.5 For Windows	Symantec Backup Exec 2012	Acronis Backup & Recovery 11.5	CrashPlan PROe 3.5
Disaster recovery for Windows servers, desktops, notebooks	✔	Expensive	✔	
Disaster recovery for Mac servers, desktops, notebooks	✔	Expensive		
Complete tape support (primary backup, restore, archive, etc.)	✔	✔	Minimal	
Easy to sync with 3rd party clouds (S3, WebDAV, rsync, etc.)	✔			
Can run on non-server Windows OS (less expensive)	✔		✔	✔
Data deduplication across multiple computers and volumes	✔	✔	✔	Same computer only
Precise, point-in-time restores from incremental backups	✔	Restores unwanted files*	✔	Restores unwanted files
Dissimilar hardware restore	✔	✔	✔	Restores data only
Fast roll-back of a computer by copying only different files	✔			
Dynamic and flexible physical media rotation (onsite<->offsite)	✔			✔
Comprehensive verification of backed-up data	✔	✔	Scheduled only	Scheduled only
Network transmission and data encryption options	✔	✔	✔	✔
iOS app for monitoring and controlling multiple backup servers	✔			

* The $3,500 Enterprise Server Option is required for Backup Exec to perform precise restores from incremental backups.

Additional information on Symantec Backup Exec 2012

Pricing Comparison: Protecting three Servers and fifteen Windows/Mac clients includes 1 year Annual Support & Maintenance (ASM)

Retrospect	
Multi Server* w/ASM	$1,999
Total	**$1,999**

*Retrospect Multi Server is for 1 host computer and unlimited server clients and unlimited cross-platform (Windows & Mac) desktop & laptop clients. NO EXTRA COST TO ADD SERVERS & DESKTOP/LAPTOPS

Backup Exec	
1 Host Server	$1,163
2 Server Clients *($695.26 per server)*	$1,391
10 Windows agents *(10 pack)*	$578
5 Mac agents *(€340 per agent)*	$2,308
Total	**$5,439**

Compared to Retrospect

- Problems with stability, usability and missing features cause long time users to desert Backup Exec 2012.
- Complicated to install and manage, requiring more IT resources and knowhow.
- New workflow makes backups difficult to manage: Instead of managing multiple backup sources with one job, each backup source requires a separate job, complicating schedule and resource management.
- Complicated to back up to private cloud; can't sync with various 3rd party cloud storage.
- Much more expensive.
- No GUI for Mac agent: installation and configuration requires using command line and editing configuration files.
- Doesn't offer desktop and laptop agent: Either use expensive server agent, or use two other standalone products for data file protection and system recovery (requiring separate administration and doesn't support tape).
- Backup server must run on Windows Server OS (more expensive than Windows client OS).
- Precise, point-in-time restores from incremental backups ("True Image Restore") requires $3500 Enterprise Server Option.
- Media rotation for redundancy and offsite is complicated, or requires $3500 add-on.
- Granular restore of files within VM or Exchange mailbox from tape requires entire VM or Exchange Information Store to be staged on disk, requiring far more disk space and time.

Additional information on Acronis Backup & Recovery 11.5

Pricing Comparison: Protecting three Servers and Twenty Windows/Mac clients includes 1 year Annual Support & Maintenance (ASM)

Retrospect	
Multi Server* w/ASM	$1,999
Total	$**1,999**

*Retrospect Multi Server is for 1 host computer and unlimited server clients and unlimited cross-platform (Windows & Mac) desktop & laptop clients. NO EXTRA COST TO ADD SERVERS & DESKTOP/LAPTOPS

Acronis	
3 Servers *($1,399 per server)*	$4,197
10 Windows agents *($99 per agent)*	$990
10 Mac agents *(10 Pack Only)*	$3,135
Total	**$8,322**

Compared to Retrospect

- Windows automatically defragments file system for performance, but that can significantly increase size of incremental and differential backups.
- Tape: Can't restore individual files and folders from image backups on tape. There are other tape limitations when restoring OS, verifying backup, etc.
- SQL Server: Can't truncate transaction log after backup.
- Exchange 2013: Can't restore individual mailboxes.
- Can't backup or restore individual files for Windows Server 2012 volume with Data Deduplication enabled.
- Deduplication:
    - Recommend extra hardware due to resource intensive deduplication
    - Doesn't support password protected archives
    - Doesn't support NTFS alternate data streams
- Doesn't support Mac.

Additional information on CrashPlan PRO 3.5

Pricing Comparison: Protecting three Servers and Twenty Windows/Mac clients includes 1 year Annual Support & Maintenance (ASM)

Retrospect	
Multi Server* w/ASM	$1,999
Total	$**1,999**

Retrospect Multi Server is for 1 host computer and unlimited server clients and unlimited cross-platform (Windows & Mac) desktop & laptop clients. NO EXTRA COST TO ADD SERVERS & DESKTOP/LAPTOPS

CrashPlan Pro 3.5	
Licensed per computer on a monthly basis @@$9.99 each	
3 servers = $29.97/month x 12 mos.	$360
20 clients = $199.80/month x 12 mos.	$3996
Total Annual cost	**$4356**

Compared to Retrospect

- 2x to 4x slower than Retrospect
- Does not do 'bare metal' or full system backup or recovery.
    - "CrashPlan PROe does not have application-specific hooks to safely back up files that are always being written to (like SQL databases, virtual machines, Exchange databases, PST files, etc.). While CrashPlan PRO backs up open files by default, the nature of open files is such that CrashPlan PROe might not have all the data necessary to restore such files reliably."
- Full data restores are delivered on a physical drive and can take 1 to 2 days for you to receive
- Lacks tape support.

Competitive Analysis: Retrospect for Mac and our top competitors

We've taken a hard look at our competition and how we stack up. Here is a comparison of features between us and our top competitors.

Feature	Retrospect 10.5 For Mac	PresSTORE P5	CrashPlan PROe 3.5	Time Machine 10.8
Supports Mac and Windows systems	✔	Limited for Windows	Limited for Windows	Mac only
Disaster recovery capability for any backed up computer	✔	Not for Windows		✔
Supports direct- and network-attached disk storage	✔	✔	✔	✔
Supports tape drives, libraries, bar code scanners	✔	✔		
Easy to sync with 3rd party clouds (S3, WebDAV, rsync, etc.)	✔			
Ability to archive files (with opt. deletion of originals)	✔	✔		
Ability to copy (synchronize) files in native format	✔	✔		✔
Data deduplication across multiple computers and volumes	✔	Same path only	Same computer only	
Precise, point-in-time restores from incremental backups	✔	Restores unwanted files	Restores unwanted files	✔
End-user backup and restore on demand	✔	✔	✔	✔
Comprehensive verification of backed-up data	✔		Scheduled only	
Powerful file selection GUI for backup and restore operations	✔			
Network transmission and data encryption options	✔	Network only	✔	Data only
iOS app for monitoring and controlling multiple backup servers	✔	✔		

Additional information on PresSTORE P5

Pricing Comparison: Protecting three Servers and Twenty Windows/Mac clients includes 1 year Annual Support & Maintenance (ASM)

Retrospect	
Multi Server* w/ASM	$1,999
Total	$**1,999**

*Retrospect Multi Server is for 1 host computer and unlimited server clients and unlimited cross-platform (Windows & Mac) desktop & laptop clients. NO EXTRA COST TO ADD SERVERS & DESKTOP/LAPTOPS

PresSTORE	
P5 Archive/Back Servers *(up to 5 Servers)*	$4,340
P5 Backup2Go *(Workstations)*	$840
Total	**$5,180**

Compared to Retrospect

- More expensive.
- Not designed for disaster recovery, particularly on Windows.
- Lacks comprehensive verification of backup set data.
- Restore unwanted files (e.g. renamed file restored as 2 instances, one before rename, one after rename) from incremental backups.
- Not designed to backup Exchange and SQL. May back up some files more than once.

Additional information on CrashPlan PROe 3.5

Pricing Comparison: Protecting three Servers and Twenty Windows/Mac clients includes 1 year Annual Support & Maintenance (ASM)

Retrospect		CrashPlan Pro 3.5	
Multi Server* w/ASM	$1,999	Licensed per computer on a monthly basis @$9.99 each	
		3 servers = $29.97/month x 12 mos.	$360
		20 clients = $199.80/month x 12 mos.	$3996
Total	$**1,999**	**Total Annual cost**	**$4356**

*Retrospect Multi Server is for 1 host computer and unlimited server clients and unlimited cross-platform (Windows & Mac) desktop & laptop clients. NO EXTRA COST TO ADD SERVERS & DESKTOP/LAPTOPS

Compared to Retrospect

- 2x to 4x slower than Retrospect
- Does not do 'bare metal' or full system backup or recovery.
    - "CrashPlan PROe does not have application-specific hooks to safely back up files that are always being written to (like SQL databases, virtual machines, Exchange databases, PST files, etc.). While CrashPlan PRO backs up open files by default, the nature of open files is such that CrashPlan PROe might not have all the data necessary to restore such files reliably."
- Full data restores are delivered on a physical drive and can take 1 to 2 days for you to receive
- Lacks tape support.

Additional information on Time Machine 10.8

Compared to Retrospect

- Can't verify backups on local drive.
- When backup space is low, won't prompt for additional storage and instead automatically delete backups.
- Mac only.
- Not flexible:
    - Only one set of backup settings.
    - Can't change backup schedule.
    - Not as easy as Retrospect in controlling what to backup and what to exclude.
    - No support for tape or optical device.
- No deduplication, compression or encryption.
- Can't centrally manage or report: Each user needs to manage backups on each Mac.