

Midmarket/Enterprise Backup & Recovery Buyer's Guide

Andrew S. Baker, Focus Expert
August 2010

Introduction

Selecting the right backup solution for your organization is a rather complicated affair. While backup and restore is a fairly mature category, and many of the major players have been providing solutions for more than a dozen years, there are still a fair number of different ideological approaches to backups. And the viability of any solution will depend on the specifics of the environment for which that solution is intended. Some products focus on getting the data backed up as quickly as possible, or from as many different systems as possible. Other products focus on fast recovery times, or the ability to recover systems with as few steps as possible. Still other products seek to be the central hub of all disaster recovery operations for your environment.

With all of these options to choose from, it is no surprise that pricing is all over the map. What this document seeks to provide is guidance that will lead you to the correct solution based on your business requirements including budget, backup windows, platform support, key applications and SLAs (service level agreements). Our Buyer's Guide is structured around these areas:

Table of Contents

- 1 Essentials:** Top products, cost and vendor considerations..... p. 3
- 2 Top Advice from Other Buyers:** Top buying advice directly from buyers like you..... p. 7
- 3 Buying In-Depth:** Detailed needs, products, cost and vendor considerations p. 8
- 4 Tools:** Tools and worksheets every enterprise backup and recovery buyer should use..... p. 15

1

Essentials

The ability to successfully back up and restore an organization's mission critical data and documents in a timely fashion is crucial to maintaining a healthy business. As storage continues to grow exponentially, and increased pressure is applied by business requirements such as business continuity, regulatory compliance and e-discovery, it is vital that the right solutions be implemented.

The ability to back up all critical data on a nightly (or more frequent) basis is important, but of equal importance is the ability to quickly find and restore data that needs to be recovered. An ever-shrinking backup window, and the increasing need for 24/7 operations necessitates robust solutions that can get the job done quickly, without negatively affecting server performance.

Finally, the relatively low cost of bandwidth plus the need to have backups kept off-site has made the cloud a viable destination for backups for some organizations.

Some of the top vendors in the backup market include Acronis, CA, CommVault, EMC, Microsoft, NovaStor, Symantec, Ultrabac and Zmanda.

In preparing to buy backup and recovery solutions, four key factors must be considered:

Buyer: What type of buyer are you and what are your particular needs?

Product: On what product features and functionality should you focus?

Cost: What expectations should you have for price, indirect costs, and ROI?

Vendor: What will you need from the vendor during sales, installation and support?

Each of these is further outlined below.

Buyer

Basic Buyers are those in search of traditional tape-based backup and restore functionality for one server platform, or where over 90 percent of the servers are on a single platform. Many Basic Buyers also typically work at smaller organizations, supporting fewer than 50 servers across one or two locations.

Intermediate Buyers are those in search of slightly more complex solutions, possibly involving a mix of tape and disk-based backups, or more than one server platform. Many Intermediate Buyers work for midsize companies supporting between 50 and 300 servers across two or more data centers.

Advanced Buyers are those in search of considerably complex solutions (bare-metal image, disk-to-disk-to-tape, and multiple platforms), large storage needs, and small backup windows across multiple locations. Data de-duplication and data encryption are often considerations for these buyers. Many Advanced Buyers work for larger enterprises supporting more than 300 servers, and require on-staff IT resources and expertise.

Product

After establishing your Buyer Type, you must determine your technology and business requirements. The following list contains the base level functionality that you will need for any backup and restore solution:

- The ability to schedule backup jobs
- Create lists of files and folders to back up and exclude
- Management console reporting
- Reports of jobs run
- Ability to install agents remotely
- File level backups to tape or disk
- Manage servers in groups
- Ability to compress data to tape or disk

Advanced features to consider:

- Ability to encrypt or otherwise protect a backup
- Job scheduler with built-in holiday scheduling
- Open File Agents
- Integration with anti-virus
- Tape library support with barcode readers
- Support for host-based backup of virtual servers
- Automatic off-site backup copy
- “Bare metal” restore from DVD

Once you have established your feature requirements, you must consider whether to obtain an on-premise solution, or to seek a cloud-based solution. This choice will be affected by your Buyer Type and other factors such as company size and structure, budget and the skill and capacity of your internal IT staff. Both options have pros and cons:

On-Premise: This is still the prevailing model for backup and restore solutions. It presents fewer security concerns, relative to transferring your data off-site via a network connection. Costs are typically easier to manage as your data grows, because local disk space and backup tapes are still much cheaper per GB than cloud storage. Lastly, for large restores, it is more convenient if the backup data is on-site. One drawback is the cost of implementing backup infrastructure, especially across multiple offices.

Cloud: Backing up to the cloud has really taken off in the past couple of years. There are far more consumer options than enterprise options, but if you have no more than 2TB to 3TB of data across your organization, this may be worth considering. One major advantage is that the cost of the backups also includes off-site storage, which is essential for regulatory compliance such as Sarbanes-Oxley (SOX) and Payment Card Industry Data Security Standard (PCI DSS). And cloud backups won't require renewed investments (beyond bandwidth) to take advantage of the latest backup technologies.

In order to get the most out of whichever solution you choose, you need to select a solution that will grow with your business over a three to five year period. Any backup and restore solution that has to be changed substantially within three years is a liability. Be sure to consider what your data storage needs will be in two to three years as you map out your requirements.

Support for virtual tape libraries and other disk-based backup formats is gaining traction, and should be a consideration of any solution you evaluate.

To get the most out of whichever solution you choose, it's got to grow with your business over a three-to-five-year period.”

Cost

There are many costs that go into a backup and restore solution beyond the obvious ones like the backup software, OS and application agents, disk/tape drives and tapes.

For traditional backup solutions to tape or disk, the main costs are going to be the OS and software agents – especially the database application agents. If this is a brand new backup implementation, you will also have to consider the backup device and media, such as physical tapes or a virtual tape library. Annual maintenance will typically be 20 percent of the cost of the software costs. De-duplication costs can range from 10-20 percent of the cost of the overall solution, depending on how it is implemented. Most backup software is priced per host being backed up, and per size of tape/disk library.

A cloud-based solution will almost always necessitate an increase in your bandwidth budget to accommodate the extra traffic that will be going across the wire. Plus, you'll have ongoing monthly costs for storage in the cloud, or any off-site storage that is needed for regulatory compliance.

If you are undertaking a new backup solution from a different vendor, or you will not have dedicated staff to support the solution, then don't underestimate training costs. Except for small enterprises, it will be necessary to undergo one to three days of training for midsize implementations, and two to five days for larger deployments.

Software

- Backup application suite
- OS agents (Windows, Linux, Solaris, Mac OS X, and so forth)
- App agents (SQL, Oracle, Exchange, Lotus Notes, SharePoint, and so forth)
- Open file agents
- Disk imaging/bare metal imaging
- De-duplication

Indirect Costs

- Storage (tape, disk or virtual tape)
- Bandwidth increases to support cloud storage
- Local hardware for cloud storage option
- Monthly costs for cloud storage
- Costs for off-site storage of tapes or other backup media

Implementation/Integration

Training

For traditional backup solutions to tape or disk, the main costs are going to be the OS and software agents – especially the database application agents. If this is a brand new backup implementation, you will also have to consider the backup device and media, such as physical tapes or a virtual tape library. Annual maintenance will typically be 20 percent of the cost of the software costs. De-duplication costs can range from 10 to 20 percent of the cost of the overall solution, depending on how it is implemented. Most backup software is priced per host being backed up, and per size of tape/disk library.

Training costs usually range from two to five days of professional services, depending on the size of your implementation.

Vendor

As with many other technology-based projects, selecting the correct vendor is vital. The right vendor is not just the one with the right product at the right cost, but the vendor that is a proper fit for your organization. For midsize and larger organizations, there are many potential pitfalls during a deployment, and having a vendor that is in sync with your organization is critical to overcoming these obstacles.

Three of the most important factors to consider when evaluating backup vendors are:

- The breadth of support they have for different hardware
- Their experience servicing and supporting customers of your size and in your vertical
- Their relationship or support of operating system and application providers

The reputation of a vendor is always important to gauge, and thanks to online forums and technology review sites, it is easier to get comprehensive facts and opinions on the reliability of a vendor and its solutions.

Before signing off on any solution, be sure to check with existing customers of the vendor in question and find out what their experiences have been like. Don't just go for the reference clients that the vendor provides. Use social media to find your own sample of vendor clients who are willing to talk.

If you're implementing a new solution or don't have dedicated support staff, don't underestimate training costs.

2 Top Advice from Other Buyers

“ Show me TCO — that’s very helpful for us. I’m fearful of vendors who will not discuss price; it means they’re going to modular me to death. I want someone who can tell me, ‘Here is the base product to do 89 percent of what you want to do. Anything outside of the box? Here is how much it will likely cost.’ ”

Tim N.
IT Staff, Software Company



“ I like for vendors to provide me with just a little bit of overview about who they are. Do you have a local office? What kind of maintenance do you offer? What are your backup plans? What kind of reliability do you customers have?”

Gail M.
Operations Director, Business Consulting Firm

“ Ask vendors: What do you offer? What type of support should we expect, both on-site and monitoring? What can we depend on? And of course, costs: Do we have to replace everything we have, or just some of it? I want all cost factors: If we do this, this is an added cost; if we do that, cost will depend on this, etc.”

Michael D.
IT Director, NPO

“ I had 20 different proposals and each one said, ‘Yes, I can meet your specific needs!’ The most expensive was \$70,000, and the cheapest was \$7,000. ... So you tend to take it with a grain of salt; everyone will always say yes, yes, yes! Our focus is: Does it work? Does it work every day? Can we handle our specialized needs? What is administration like?”

Daniel C.
CFO, Automotive Company

“ There are a couple of things we know we need and there are things we don’t know we need. We need to understand what vendors can do to help. The more we thought about certain features, the more we started thinking certain things could work. This is what we want to do — can you do it? Better yet, show me things I don’t know I can do.”

James T.
District Manager, Air Conditioning Company

3 Buying In-Depth

Backup & Recovery Solutions Buyer Types

Each Buyer Type outlined previously has a distinct set of needs. Once you've determined your Buyer Type, you need to consider what constitutes an ideal solution. Based on continuing research with backup and recovery solutions buyers, providers and market experts, Focus has identified the following scenarios for each Buyer Type.

Basic Buyers:

- Tend to have relatively simple requirements, with most systems running the same OS and the majority of the systems to be backed up existing in a single location
- Have a smaller number of devices to back up, typically fewer than 50 servers
- Need to perform daily or weekly backups of an environment containing less than 3TB of data
- Tend to have a homogenous server environment, with 90 percent or more of systems running the same OS
- Are likely to be very cost-conscious
- Should consider cloud backup services
- Should look for a solution that is focused on the platform they currently support, and where the costs are provided by the vendor in a straightforward fashion

Intermediate Buyers:

- Tend to have more complex requirements including multiple OS support needs, with 24/7 operations across multiple offices
- Typically have between 50 to 300 servers to back up across two to five offices or data centers
- Need to perform daily backups of an environment containing 3TB to 20TB of data
- Need to be able to address new office growth or corporate acquisitions on a regular basis
- Should look for a vendor that has strong support for multiple platforms, and has a range of products that can scale beyond current needs

Advanced Buyers:

- Require advanced features to support their global 24/7 operations
- Need to be able to delegate functions to different teams or groups while maintaining a single repository for reporting and management
- Are interested in encryption for security, and data de-duplication to reduce storage and improve performance
- Typically have more than 300 servers across many data centers and in many different countries.
- Need to perform daily backups of an environment containing more than 20TB data
- Need vendors who can support them in multiple countries and/or languages

Product Considerations

The size of your organization, the number of systems it has and the type of business will largely dictate the list of features you need in a backup and restore solution. Companies that have 24/7 operations, or that have servers in multiple locations, will have more stringent requirements than those that operate largely on an eight-hour day, five days per week basis, or have only a couple of offices within a single limited geography.

Basic Features

The basic features of a backup and restore product include the ability to write to tape and/or disk, with job scheduling for full, differential or incremental backups. There should be support for tape rotation, password protection of backups, and grouping of systems to be backed up. And of course, you must be able to quickly find and restore the data that has been backed up, and also determine if each backup is occurring successfully.

1. **Backup** – Copying the data

- Creating lists of files and folders for backup
- Creating local and global exceptions for the backup list
- Creating groups of servers to be backed up as a unit
- Creating pools of tape or disk storage as backup destinations
- Scheduling the backup jobs
- Compressing the backups

2. **Restore** – Recovering lost or corrupted data

- Selecting a file or folder to restore
- Determining which tape or storage location to get the data from
- Establishing the destination for the file or folder to be restored to

3. **Management and reporting** – Tracking the status of the environment

- Managing all backup and restore operations from a single console
- Getting a report of successes and failures by email or other alert option
- Getting statistics on successful jobs, data being processed, time taken for backups

The **size** of your organization, the **number of systems** it has and the **type** of business will largely dictate the **list of features** you need in a backup and restore solution.

Intermediate Features

Intermediate features include the ability to handle open files and specialized agents for Microsoft Exchange or Lotus Notes, Microsoft SQL and other databases and file repositories such as SharePoint. Additionally, these products include the ability to backup system images for “bare metal restore.” This allows an administrator to quickly bring a dead server or workstation back online without having to first reinstall the operating system and recovery software.

1. **Backup** – Copying the data

- Agents for specialized backups of databases and applications such as Microsoft SQL, Microsoft Exchange, Lotus Notes and others
- Agents to back up files that are otherwise in use
- Creation of DVD system images for emergency restore of a failed server
- Encryption of data backed up to tape or disk

2. **Restore** – Recovering lost or corrupted data

- Ability to recover a failed server without first installing the OS or other software
- Restoring operating system data to dissimilar hardware

3. **Management and reporting** – Tracking the status of the environment

- Delegation of backup and restore operations across multiple teams
- Consolidating management reports from multiple downstream consoles

Advanced Features

Advanced features include de-duplication, support for disk-to-disk imaging, broad cross-platform support, integration into comprehensive monitoring tools such as HP OpenView or Tivoli.

1. **Backup** – Copying the data

- Broad OS support for Mac, Windows, Linux and others
- Broad application support across multiple OS platforms
- Data de-duplication either before or after copying to tape
- Automatic copy jobs of backup tapes for off-site storage
- Centralized key management for data encryption
- Creating a “Virtual Full” backup using disk-to-disk technology and backing up only changes to the data (deltas)

2. **Restore** – Recovering lost or corrupted data

- Quickly restoring a server to full operation by pointing its storage repository to the “Virtual Full” backup

3. **Management and reporting** – Tracking the status of the environment

- Integrating backup reporting into corporate management tools such as HP OpenView or CA Unicenter or Tivoli

Cloud Backup and Recovery Considerations

Cloud backup and recovery solutions are appealing to companies that have relatively straightforward needs, moderate data usage and limited technical resources (both infrastructure and personnel). An organization with 10 to 30 servers, and less than 3TB or 4TB of data, could benefit tremendously from cloud backups without having to obtain and deploy additional tape or disk storage, and manage on-site tape rotations.

On the plus side, using a cloud backup service will automatically satisfy your compliance and disaster recovery needs to have a copy of the data kept off-site. Cloud backup services are also easier to manage via a secure Web portal, and will enable your staff to take care of your backups without having to come into the office.

On the other hand, your bandwidth needs will probably grow with the deployment of a cloud backup solution, and you will be trading mostly capitalized infrastructure costs for a higher monthly operating cost. These monthly costs will largely be dependent on the amount of data being backed up, so it is vital that you keep an eye on the size of your overall data. Sudden changes by a department in the amount of data being stored on your servers can drastically increase your monthly spend!

Many cloud backup providers allow for a local device on your network where all the backups can be stored locally before they are pushed to the cloud. This is very helpful for managing your bandwidth, and can drastically lower your backup times. Similarly, if you need to restore a significant amount of data, rather than pulling it over the wire, the vendor will provide an emergency recovery service where the data is shipped back to you in some portable format (DVD or portable hard drive) via express mail (for an additional fee, of course).

While there are still some security concerns regarding putting critical corporate data into the cloud, it is becoming a more viable solution as larger and more established players start to enter the fray. It should definitely be a consideration for smaller organizations who lack the staff to keep up with the latest backup technologies, and who have relatively modest data growth.

Cost Considerations

The cost of deploying a backup solution varies greatly depending on the size of your organization, how many operating platforms you support, how many places your critical data is stored and the business requirements that you need to support, including regulatory compliance.

Backup and recovery is an integral part of any disaster recovery or business continuity plan, and should generally be treated as insurance in terms of its benefit to your organization. It should go without saying that the simpler your needs, the more straightforward the pricing.

Also, the pricing for a new backup installation is usually significant compared with a software upgrade alone. The hardware costs can be upward of 30 to 40 percent of the initial price of the solution.

If you are undertaking a new backup solution from a different vendor, or you will not have dedicated staff to support the solution, then don't underestimate training costs. Except for small enterprises, it will be necessary to undergo one to three days of training for midsize implementations, and two to five days for larger deployments.

Consider the following MSRP costs. Almost all vendors, particularly those with higher MSRPs, will provide discounted proposals, so don't shy away simply because of the pre-discounted pricing.

Software:

- Backup Application Suite: \$495 to \$4,995 (including tape library support)
- OS agents (Windows, Linux, Solaris, Mac OS X and so forth): \$100 to \$800 per basic server agent
- App agents (SQL, Oracle, Exchange, Lotus Notes, SharePoint and so forth): \$300 to \$800 per application agent
- Open file agents: \$300 to \$800 per open file agent
- Disk imaging/bare metal imaging: \$500 to \$1,000 per specialized imaging agent
- De-duplication: \$1,000 to \$5,000 per TB of data to be de-duplicated (numbers vary greatly based on de-duplication methodology)

Indirect Costs:

- Storage (tape, disk or virtual tape): \$10,000-plus depending on size and feature of the hardware
- Bandwidth increases to support cloud storage: \$100 to \$5,000 per month in additional costs depending on your ISP and bandwidth needs
- Local hardware for cloud storage option: \$50 to \$100 per month more in lease/rental expenses per TB of storage
- Monthly costs for cloud storage: \$75 to \$300 per TB per month
- Costs for off-site storage of tapes or other backup media: \$1,000 to \$3,000 per month depending on frequency of visits and number of tapes stored, among other options

Implementation/integration: \$1,500 to \$2,500 of professional services for three to five days of implementation of a midsize solution, and five to 15 days of implementation of a high-end, distributed solution

Training: \$1,500 to \$2,500 per day of training

Hidden Costs

Be sure to consider any licensing for OS and applications that the management console needs to run on. Typical backup solutions need to run on at least one server with a database backend for storing configuration and reporting data.

Tape libraries, SAN storage, and console licensing fees for remote administration should be considered, especially in distributed environments.

Vendor Considerations

No matter how much planning and requirements gathering you do, you will find that theory and reality are not always in sync. Integration is the most worrisome phase of any IT project, because it is during this phase that all of the variance between the plan and reality are exposed. Selecting the right vendor can significantly smooth out these bumps in the road, and enable you to deploy successfully.

The more complex your requirements, the more challenging your project will be and the greater your need for a good vendor will be. Not only should the vendor be good at understanding the software and hardware components of the backup solution, but the vendor must understand enough about your business to recognize potential pitfalls with your plans, recommend architectural changes that will better fulfill your requirements and have a good enough relationship with the hardware and software makers to be able to escalate problems quickly during the deployment.

Industry-Specific Experience

Vendors who know your industry, and have performed two or more deployments with organizations of your size are in a much better place to help you implement your backup and restore solution quickly. They will also be able to answer questions and provide guidance about disaster recovery options and configurations that will best support any regulatory compliance to which you might be subjected.

If you are forced to choose between a vendor that has serviced multiple customers of your size but not your industry, versus a vendor that has serviced customers in your industry but much smaller or larger than your organization, you will be best served by the former. Many of the challenges of backup solutions are size- and geography-specific.

If you represent a large organization, then you must find a vendor that has experience with your size, number of offices and business or industry. There will be too many pitfalls, otherwise.

Breadth of Hardware Support

The more experience your vendor has with lots and lots of hardware, the more valuable it will be to you, even if you have only 10 percent of the total hardware that it has dealt with. Interoperability is a tricky thing, and there are bound to be all sorts of pitfalls with firmware, BIOS and driver revisions on servers, storage appliances, disks and disk controllers. A vendor that has worked with a diverse set of equipment is likely to know these things going into the project and is less likely to be surprised.

It's All about Relationships

The stronger the vendor's relationship with the software and hardware makers, the greater the chance that it will be able to resolve any gotchas that come up during pilot testing or implementation. You want a vendor that actually knows software and hardware product managers at the appropriate equipment manufacturers, and is not just using the generic technical support number.

You also want to make sure that the lead tech that the vendor provides for your project is capable. It doesn't help you if the vendor has a crack staff of 10 experts who can solve anything that comes their way, if the person assigned to your project is not one of those experts or closely aligned with them.

Vendor Reputation

Take the time to find out about a vendor's reputation by reviewing websites, forums, mailing lists and technology review sites. A common tactic is to search for "<vendor name> complaints" in a search engine and see what comes up. Be more concerned if you uncover no hits on the vendor of your choice, than if you find a few complaints. Every single vendor is going to have some complaints, but it is the type of complaint and the resolution provided that will help you determine if this can be a good fit for your organization.

Before signing off on any solution, be sure to check with existing customers of the vendor in question and find out what their experiences have been like. Don't just go for the reference clients that the vendor provides. Use social media to find your own sample of vendor clients who are willing to talk.

What You Need From Your Vendor

Basic Buyers: Vendor should be able to provide basic architectural guidance, and have experience with major tape vendors and the top five backup software products.

Intermediate Buyers: Vendors should have experience in multiple-office deployments, should have a local presence in each of the areas where the customer has offices, and can architect and assess moderately complex networks.

Advanced Buyers: Vendors must have significant experience with the customer's industry, and can provide two to four hour response window for resolution of critical problems. Must have experience with all of the hardware that a customer has in its environment.

4 Tools

10 Steps to Purchasing a Backup & Restore Solution

Sample Inventory Worksheet

Vendor Landscape

10 Steps to Purchasing a Backup & Restore Solution

Purchasing or upgrading your backup and restore solution is fairly involved. You will find it helpful to have a checklist in place that outlines the assumptions, requirements, proposed benefits and potential hazards of the various options.

1. Conduct a comprehensive analysis of your server (and/or desktop) infrastructure:

- a. How many storage devices do you have and what kind (SAN, NAS and so forth)?
- b. How many physical and virtual machines do you have, and what OSes are they running?
- c. Will you be backing up the virtual machines individually or via the virtual host?
- d. What are the BIOS, firmware and driver revision of each server and drive controller?
- e. What are the licensing costs and configuration of your existing backup product?
- f. How many offices do you have with devices to be backed up?
- g. What is the bandwidth between each of these locations (total and free)?
- h. Do you plan to back up the data to a central location on your network?

2. Define your business requirements clearly:

- a. What are your definitive business needs?
- b. What are your optional business needs?
- c. What are your security or regulatory compliance needs?
- d. How do you plan to support desktop users and your remote work force?
- e. Who are the stakeholders in this project? (Don't limit yourself to IT.)
- f. What are the pros and cons of your current (if any) backup solution?

3. Define your investment timeframe and budget:

- a. Determine how much you can budget to this project.
- b. Determine if the costs will/must be from capital or operational expenses.
- c. Try to identify potential hidden costs.
- d. Create a high-level implementation plan.

4. Determine your Buyer Type — a buyer segmentation survey will help to prioritize your needs.

5. Conduct a cost/benefit analysis:

- a. Determine whether to upgrade or re-engineer your backup and restore solution.
- b. Compare projected costs for on-premises vs. cloud backups.
- c. Calculate value of downtime to determine investment value (vs. ROI).

6. Compare vendors, products and services:

- a. Review websites for vendors and services.
- b. Prepare RFPs (get an initial assessment via demos) from three to four vendors.
- c. Request POC (Proof of Concept) after speaking with vendors.
- d. Request vendor references and seek your own.

7. Ask potential vendors the following questions:

- a. How are the components licensed?
- b. How many monitoring/management consoles can I run as part of the deployment?
- c. How long can I remain supported on an older version of the hardware or software?
- d. What are your weekend support hours?
- e. What will my level of support be during the pilot testing period?
- f. Can I have a technical account manager in each geography that my organization is in?
- g. Can I have multiple staff members who are preauthorized to call in for support?
- h. If I deployed this solution, then upgraded to your next higher solution, what would I have to change in my environment or with my deployment?
- i. What parts of the deployment will I have to license separately from your products and services?
- j. Do you have a best practices guide?

8. Ascertain the unexpected components of a professional services engagement:

- a. How do you charge for travel time?
- b. What are the typical costs for a consultant or professional services engineer?
- c. What preconfiguration information does your solution need that can be done before the consultant arrives?

9. Obtain implementation proposals and SLAs:

- a. Obtain detailed proposals from your short list of two to three vendors
- b. Set aside 60-90 minutes to review the full proposal in person with the vendor and appropriate technical and business resources.
- c. Contract termination policies, SLAs (Service Level Agreements), project milestones and support policies should be clearly outlined.
- d. Contract should allow for graceful termination at different milestones in the project.

10. Conduct a phased deployment:

- a. Initiate a project kickoff meeting with all key stakeholders.
- b. Have vendor deploy into a test environment.
- c. After an appropriate evaluation and assessment period (7-10 days), begin rolling out on a per office/data center basis.
- d. Training should be scheduled at the appropriate phases for technical staff.

Backup & Recovery Software Inventory Worksheet

The following sample worksheet should help you capture the necessary inventory information for your environment and provide a starting point for any RFPs.

Requirements	Notes
Project Due Date:	
Total Budget:	
Hardware:	
Software:	
Networking:	
Implementation Services:	
Miscellaneous:	
Monthly Operating Costs:	
# of Data center/Office Locations:	
Office #1 Bandwidth:	
Office #2 Bandwidth:	
Office #3 Bandwidth:	
Office #4 Bandwidth:	
Office #5 Bandwidth:	
Total # of Systems/Devices:	
Windows:	
Linux/Unix:	
MacOS:	
Mainframe:	
SAN/NAS:	
Other:	
Total # of App Agent Licenses:	
Databases:	
Email/Groupware:	
Collaboration:	
Open File Backup:	
Full Image Backup:	
De-Duplication:	
Tape Library:	
SAN / NAS licenses:	
Other:	

Vendor Landscape

Leading Backup and Recovery Solution Vendors

The leading vendors in this space have typically been serving this market for a long time, or have built a strong presence by way of product acquisitions. They stand out because of their broad platform support including Windows, Unix (Solaris, AIX, HP UX), Linux, Mac OS and Novell, plus mainframe systems. Also, they have broad application support for databases and collaboration products such as Oracle, SQL Server, DB2, Exchange, SharePoint and Notes/Domino.

Because many of these vendors provide other enterprise solutions beyond backup and recovery software, they have built strong integration and professional services organizations, and are quite used to playing in complex, heterogeneous computing environments. Due to their size and presence within the industry, it is also likely that they have support resources with many points of presence across the globe, making support for global enterprises that much more appealing.

The leading backup and recovery vendors are more likely to have products that can fit different enterprises in terms of size or industry-specific needs. Vendors that also sell storage software, such as EMC, are well positioned to provide very integrated hardware-software combinations. Other vendors, including Symantec and Microsoft, have very strong partnerships with hardware makers to provide similar turnkey solutions. Of course, all of this expertise and exposure comes at a price, so be prepared to negotiate pricing that works for your organization. The bigger your company, the better your leverage.

- **Acronis**
- **CA**
- **CommVault**
- **EMC**
- **HP**
- **IBM**
- **Microsoft**
- **NovaStor**
- **Sun (owned by Oracle)**
- **Symantec**
- **Ultrabac**
- **Zmanda**

Other Vendors

These vendors are strong players in their own right, but do not have the same popularity or overall market exposure as the leading players. They are still very viable providers if your requirements are less complex, your budget is less robust or want more dedicated vendor attention. One of the best reasons to choose a vendor that is more closely aligned with the size of your organization is that it tends to be more attentive to your needs, and you will potentially have more influence on its product road map.

- **AmeriVault**
- **Barracuda**
- **Carbonite**
- **Double-Take Software**
- **FalconStor**
- **Iron Mountain**
- **Mozy (owned by EMC)**

About Focus Research

Each year U.S. businesses spend more than \$75 trillion* on goods and services. And yet there has not been a definitive source of trustworthy and easily accessible information to support business buyers and decisions makers — especially those in small and midsize businesses. Filling this gap is the mission of Focus Research.

Through its Research Guides, [Focus Research](#) empowers buyers to make considered purchases and decisions. Focus does this by providing freely available, actionable advice based on the expertise of other buyers, recognized experts and Focus analysts.

Guiding Principles

Our goal is not only to provide independent and high-quality research but also to deliver a new research model that serves all businesses.

Open

We believe information must be set free. The data, advice and research on Focus are widely distributed and available to everyone.

Peer-powered

We believe in the power of many. Thousands of buyers and experts contribute their expertise to Focus every day. Our job is to take their insights and integrate them into our research.

Practical

We believe in addressing everyday issues facing businesses. Focus Research does not pontificate on high-level trends or promote broad-based research agendas. Rather, Focus Research endeavors to provide specific, actionable recommendations that help businesses make the right decision every time.

Relevant

We believe there is no “one-size-fits-all” answer to a business purchasing decision. Focus Research is, therefore, designed to address specific concerns of multiple Buyer Types across multiple industries. As such, users are encouraged to combine our different research deliverables into tailor-made packages that effectively address their unique needs and goals.

* Source: Visa, Inc. Commercial Consumption Expenditure Index fact sheet.