

arcserve UDP Provides the Proven, Deep Levels of Product Integration that SMEs Require for Simplified, Centralized Backup and Recovery Administration

By Charley McMaster, DCIG Senior Analyst

Small and mid-sized enterprises (SMEs) want a single, feature-rich unified backup suite to meet their specific virtual server backup and recovery requirements that they can manage through a single interface. This explains why more vendors are looking to integrate multiple, complementary software offerings to create a single, feature-rich unified backup suite. It is in this way that arcserve UDP distinguishes itself from competitors like Unitrends as it has already integrated these various components into a single solution that is backed by a proven track record in virtual machine backup and recovery.



COMPANY

Arcserve
8911 Columbine Road
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Founded 1990 (originally as
Cheyenne, then CA Technologies)
www.arcserve.com

INDUSTRY

Technology

SOLUTION

arcserve Unified Data Protection

DIFFERENTIATORS

- Fully unified solution as a result of years of testing and development
- Unified platform combining disk imaging, replication, high availability, virtual and physical backup
- Extensive hypervisor support
- Extensive tape and physical server support
- Restore flexibility with hypervisor cross-migration providing V2P and P2V restores

It is easy to say different products are integrated. Delivering on that promise is entirely different matter. Insight Investments, the parent company of Unitrends, has made a number of virtual server backup software acquisitions over the last two years and now ships them as a single product; the recently announced Unitrends Certified Recovery Suite (UCRS).

Yet bundling multiple products under a single SKU does not necessarily equate to integrated data protection. The real question at hand is whether integrating solutions is still a valid approach compared to re-architecting for unification. arcserve understands the challenges associated with integrating various backup, recovery and replication solutions into one as it has spent multiple years and many man hours to deliver its integrated Unified Data Protection (UDP) suite. This gives arcserve UDP certain advantages over Unitrends that include:

- **Integration maturity.** Unitrends is still in the early stages of integrating its December 2013 PHD Virtual software acquisition into UCRS. In sharp contrast, arcserve has already delivered a truly unified platform with UDP (May 2014) acquiring well over 1000 customers in the few months since GA. The company is expected to deliver updates/new version on an accelerated cadence since its recent independence. Rather than integrating or coupling solutions, the arcserve product team designed a net new unified architecture that leverages the IP and expertise in areas such as disk imaging, high availability tape, hypervisor support to name a few. This bet has clearly paid off.
- **Reduced management complexity for routine backup and recovery tasks.** The need for tight product integration becomes apparent when it comes to managing routine tasks that are part of virtual machine (VM) backups and recovery.

For example, snapshots are a big part of how VM backups are done. As snapshots may occur on either an ESX host or a storage array, arcserve UDP provides a single path through its management console to create a backup job using a VM snapshot on either the ESX server or the storage array. While Unitrends UCRS also supports creating snapshots at both the ESX server and storage array levels, SMEs may unnecessarily spend time navigating the UCRS management console to find and then select the right UCRS product to snapshot method for each application.

SMEs are also looking to consolidate physical and virtual backups and recoveries using a single solution and then

perform either physical-to-virtual (P2V) or virtual-to-physical (V2P) recoveries. Here again, arcserve has completed the necessary integration to backup either physical or virtual systems through a single management console that is straightforward to navigate. Unitrends UCRS bundles together PHD Virtual and Unitrends Enterprise Backup that may unnecessarily complicate the management of, what should be, routine tasks.

“Some virtual server backup software companies are new to the market. Others are trying to play catchup through acquisitions that fill holes in their product portfolio and use marketing to mask fragmented offerings. Arcserve is neither. Arcserve UDP truly unifies key technologies, while not compromising on ease of use, in a solution that fits most SME virtual backup needs and requirements.”

— Charley McMaster, DCIG Senior Analyst

- **Singular approach to cross-hypervisor migrations.** More SMEs are exploring moving from VMware to Microsoft Hyper-V to reduce costs. This makes cross hypervisor migrations an increasingly important feature in virtual server backup software. While both arcserve and Unitrends offer this feature, arcserve has already natively integrated into its UDP software. Unitrends again may require SMEs to use some more complex combination of the features found in the PHD Virtual and Unitrends Enterprise Backup software products that are part of UCRS platform to perform a hypervisor cross migration.

As vendors bundle different software products together and make them available as a single offering, the features that each product offers may look similar on the surface. The real question then becomes, “How easily can SMEs take advantage of the features found in one of these bundled offerings?” Using arcserve UDP, SMEs can have this confidence. Arcserve has made the necessary investment in time and development in UDP to deliver a centralized, simplified backup management console while Unitrends is still on the front end of doing the same for its different, acquired software pieces. ■

arcserve Key Competitive Advantages

FEATURE		arcserve UDP	Unitrends Certified Recovery Suite (UCRS)	Unitrends Virtual Backup	Unitrends Enterprise Backup (UEB)
Application Consistent Backups		10	4	4	⊗
VADP Snapshot Location	<i>ESX Hypervisor</i>	✓	✓	✓	✓
	<i>Storage Array</i>	✓	✓	⊗	✓
Hypervisor Capabilities	<i>VM restores to alternate hypervisor</i>	✓	✓	⊗	✓
	<i>Hypervisor cross-migration</i>	✓	✓	⊗	✓
Restores	<i>V2P restore</i>	✓	✓	⊗	✓
	<i>P2V restore</i>	✓	✓	⊗	✓
Native Restore (w/o catalog)		✓	⊗	⊗	⊗
Detects VMs w/more data		✓	⊗	⊗	⊗
Tape Support	<i>Tape</i>	✓	✓	⊗	✓
	<i>Trending</i>	✓	✓	⊗	✓
	<i>Alerts</i>	✓	✓	⊗	✓
Support	<i>Classroom training</i>	✓	⊗	⊗	⊗
	<i>Dispatch tech onsite</i>	✓	⊗	⊗	⊗

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