

May 2022

DATA QUADRANT REPORT

# Email Backup

243

Reviews

14

Products Included

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## How to Use the Report

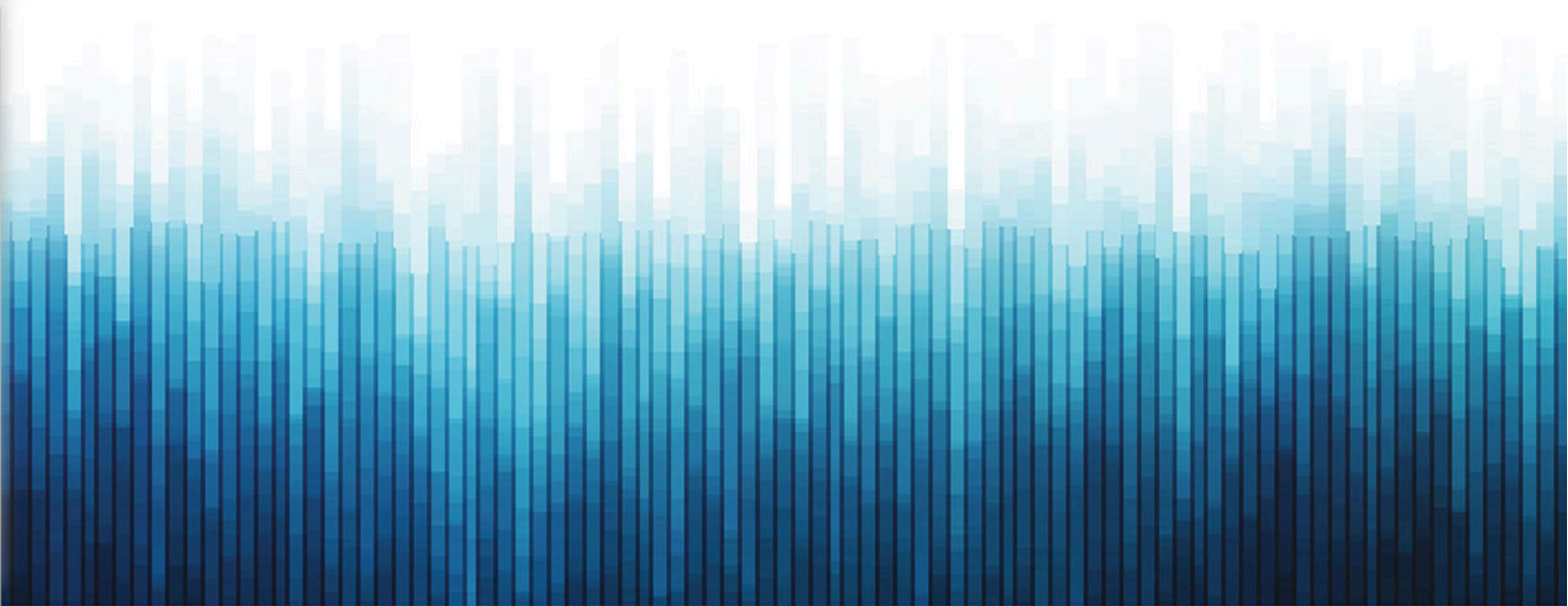
Info-Tech’s Data Quadrant Reports provide a comprehensive evaluation of popular products in the Email Backup market. This buyer’s guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech’s Product Scorecard.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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# Software Directory

## EMAIL BACKUP SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.



## Email Backup Software

 Acronis Cyber Protect Email Backup

 AppRiver Email Continuity

 Arcserve Unified Data Protection

 BackupAssist

 Backup Exec

 Barracuda Message Archiver

 CloudAlly G Suite Backup

 CloudAlly Office 365 Exchange Backup for Business

 Code42 Backup + Restore

 CodeTwo Backup for Exchange

 Dropsuite Office 365 Exchange Backup

 Gmvault Gmail Backup

 Kernel for Exchange

 MailStore Server

 Metallic SaaS Backup and Recovery

 Mimecast Sync & Recover

 NovaBACKUP

 Ontrack PowerControls

 OzHosting Email Backup

 Spinbackup for G Suite

 Spinbackup for Office 365

 StorageCraft Granular Recovery for Exchange

 SyncBackPro

 SysTools Gmail Backup

 Upsafe Cloud Backup for Business

 Veeam Backup for Microsoft 365

 Veeam Explorer for Microsoft Exchange

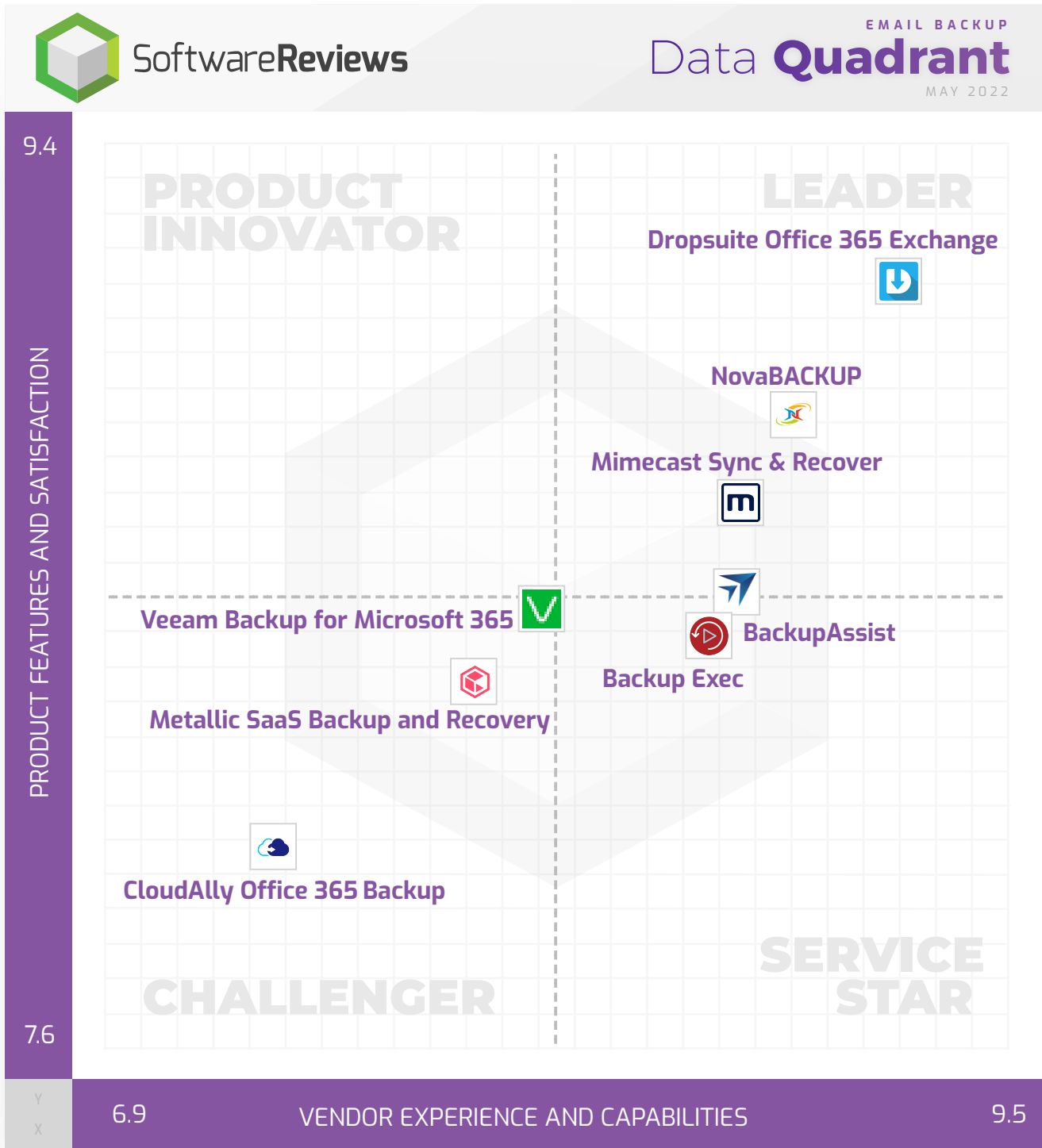
 Vembu BDR Suite

# SOFTWARE REVIEWS

# Data Quadrant



Assess vendor and product performance at a glance and use the SoftwareReviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.



## EMAIL BACKUP

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

### The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

#### Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

#### Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).











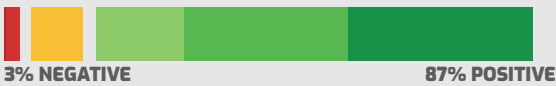








**Note:** The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.



# Category Overview

This page provides a high level summary of product performance within the Email Backup category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).












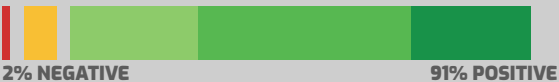
Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	 Dropsuite Office 365 Exchange	9.2/10	+98 	 <div>-- NEGATIVE98% POSITIVE</div>	87%	86%	97%	38
	 NovaBACKUP	8.9/10	+94 	 <div>-- NEGATIVE95% POSITIVE</div>	84%	85%	92%	17
	 Mimecast Sync & Recover	8.7/10	+91 	 <div>-- NEGATIVE92% POSITIVE</div>	83%	84%	88%	21
4	 BackupAssist	8.6/10	+90 	 <div>2% NEGATIVE92% POSITIVE</div>	84%	80%	88%	16
5	 Backup Exec Email Backup	8.5/10	+91 	 <div>2% NEGATIVE93% POSITIVE</div>	81%	82%	84%	30
6	 Veeam Backup for Office 365	8.2/10	+84 	 <div>3% NEGATIVE87% POSITIVE</div>	77%	80%	88%	23
7	 Metallic Backup and Recovery	8.0/10	+77 	 <div>6% NEGATIVE83% POSITIVE</div>	79%	82%	82%	20
8	 CloudAlly Office 365 Backup	7.5/10	+68 	 <div>4% NEGATIVE72% POSITIVE</div>	75%	77%	79%	31
AVERAGE SCORES		8.4/10	+87 	 <div>3% NEGATIVE89% POSITIVE</div>	81%	82%	87%	25
	PRODUCTS WITH INSUFFICIENT DATA							
--	 CloudAlly G Suite Backup	8.8/10	+93 	 <div>-- NEGATIVE94% POSITIVE</div>	85%	86%	89%	13
--	 SyncBackPro	9.1/10	+97 	 <div>-- NEGATIVE97% POSITIVE</div>	87%	87%	94%	11

# Category Overview

This page provides a high level summary of product performance within the Email Backup category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	PRODUCTS WITH INSUFFICIENT DATA							
--	 Veeam Explorer	7.4/10	+72 	 <div>6% NEGATIVE78% POSITIVE</div>	76%	75%	73%	7
--	 Spinbackup for G Suite	9.2/10	+94 	 <div>-- NEGATIVE94% POSITIVE</div>	88%	88%	96%	6
--	 Vembu BDR Suite	9.5/10	+100 	 <div>-- NEGATIVE100% POSITIVE</div>	95%	92%	94%	5
--	 Gmvault Gmail Backup	8.2/10	+89 	 <div>2% NEGATIVE91% POSITIVE</div>	76%	76%	87%	5

# Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Dropsuite Office 365 Exchange Backup	87%	91%	86%	87%	86%	87%	88%	87%	84%	84%	84%	90%
BackupAssist	84%	85%	81%	84%	84%	85%	81%	84%	82%	85%	87%	86%
NovaBACKUP	84%	86%	83%	80%	83%	84%	83%	89%	84%	86%	82%	83%
Mimecast Sync & Recover	83%	87%	77%	86%	82%	86%	82%	86%	83%	81%	79%	88%
Backup Exec	81%	84%	82%	79%	83%	79%	81%	80%	84%	79%	79%	82%
Metallic SaaS Backup and Recovery	80%	83%	80%	87%	76%	80%	78%	86%	76%	79%	80%	75%
Veeam Backup for Microsoft 365	77%	78%	77%	76%	80%	79%	81%	77%	75%	73%	72%	79%
CloudAlly Office 365 Exchange Backup for Business	75%	77%	77%	75%	68%	74%	73%	78%	78%	73%	77%	76%
CATEGORY AVERAGE	81%	84%	80%	82%	80%	82%	81%	83%	81%	80%	80%	82%

PRODUCTS WITH INSUFFICIENT DATA												
CloudAlly G Suite Backup	85%	85%	85%	88%	79%	89%	78%	87%	86%	85%	84%	87%
SyncBackPro	87%	92%	81%	84%	90%	92%	87%	86%	91%	81%	90%	84%

# Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
CATEGORY AVERAGE	81%	84%	80%	82%	80%	82%	81%	83%	81%	80%	80%	82%
PRODUCTS WITH INSUFFICIENT DATA												
Veeam Explorer for Microsoft Exchange	76%	79%	80%	72%	70%	92%	74%	77%	72%	70%	74%	75%
Spinbackup for G Suite	88%	96%	88%	96%	88%	88%	84%	92%	92%	75%	84%	88%
Vembu BDR Suite	95%	100%	92%	95%	86%	100%	94%	94%	97%	95%	97%	97%
Gmvault Gmail Backup	76%	76%	78%	78%	70%	69%	60%	100%	65%	75%	88%	79%



# Vendor Capability Satisfaction

## Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Email Backup software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization’s needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.
Breadth of Features	Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.
Product Strategy and Rate of Improvement	Purchasing software can be a significant commitment, so it’s important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don’t stay on top of emerging needs and trends won’t enable you to meet your business goals. Use the data in this section to separate innovators from imposters.
Usability And Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users’ technical ability to determine how important UX is in your purchase.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.


Vendor Support	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.
Ease of Data Integration	The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.
Ease of Administration	Administrative interfaces don’t get the same attention as those built for end users, but they shouldn’t be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.
Ease of Customization	Out-of-the-box functionality often isn’t enough, especially for niche or industry-specific software, and the reason you’re buying rather than building is to save time and money in the first place. Don’t get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.
Availability and Quality of Training	Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.
Ease of Implementation	Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

# Vendor Capability Satisfaction

## Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.


This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.



DROPSUITE OFFICE 365  
EXCHANGE BACKUP


TOP PRODUCT

Delights



65%

Highly Satisfies



35%

Almost Satisfies















--

Disappoints













--

91%

Business Value Created

2	 Mimecast Sync & Recover		87%	21 REVIEWS
3	 NovaBACKUP		86%	17 REVIEWS
4	 BackupAssist		85%	16 REVIEWS
5	 Backup Exec		84%	30 REVIEWS
6	 Metallic SaaS Backup and Recovery		83%	20 REVIEWS
7	 Veeam Backup for Microsoft 365		78%	23 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business		77%	31 REVIEWS
		CATEGORY AVERAGE	84%	

PRODUCTS WITH INSUFFICIENT DATA


--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 SyncBackPro		92%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		79%	7 REVIEWS
--	 Spinbackup for G Suite		96%	6 REVIEWS
--	 Vembu BDR Suite		100%	5 REVIEWS
--	 Gmvault Gmail Backup		76%	5 REVIEWS

# Vendor Capability Satisfaction

## Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.


This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.



DROPSUITE OFFICE 365  
EXCHANGE BACKUP


TOP PRODUCT

Delights



43%

Highly Satisfies



57%

Almost Satisfies















--

Disappoints













--

86%

Breadth of Features

2	 NovaBACKUP		83%	17 REVIEWS
3	 Backup Exec		82%	30 REVIEWS
4	 BackupAssist		81%	16 REVIEWS
5	 Metallic SaaS Backup and Recovery		80%	20 REVIEWS
6	 CloudAlly Office 365 Exchange Backup for Business		77%	31 REVIEWS
7	 Veeam Backup for Microsoft 365		77%	23 REVIEWS
8	 Mimecast Sync & Recover		77%	21 REVIEWS
		CATEGORY AVERAGE	80%	

PRODUCTS WITH INSUFFICIENT DATA

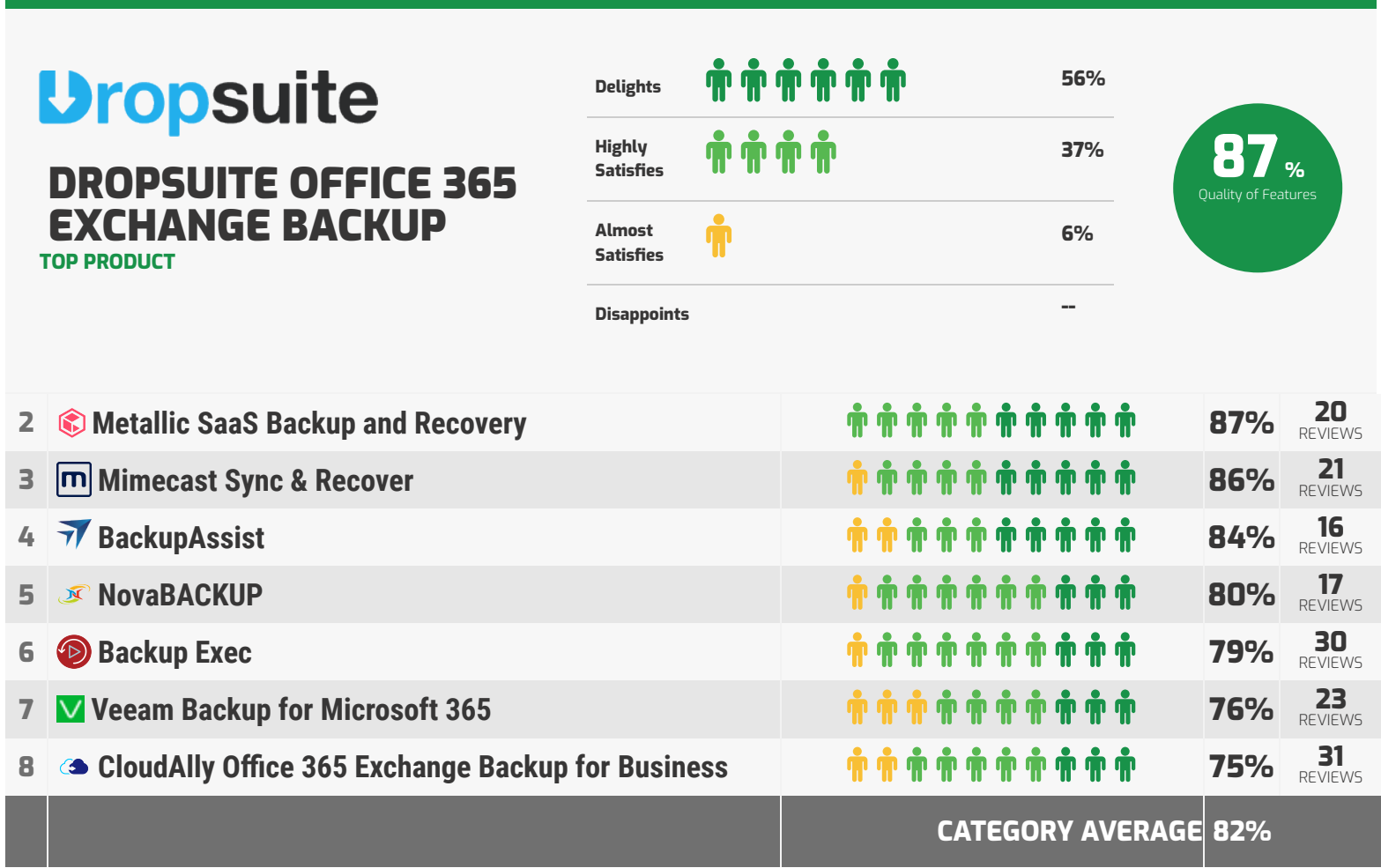
--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 SyncBackPro		81%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		80%	7 REVIEWS
--	 Spinbackup for G Suite		88%	6 REVIEWS
--	 Vembu BDR Suite		92%	5 REVIEWS
--	 Gmvault Gmail Backup		78%	5 REVIEWS

# Vendor Capability Satisfaction













## Quality of Features

Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.



PRODUCTS WITH INSUFFICIENT DATA


--	 CloudAlly G Suite Backup		88%	13 REVIEWS
--	 SyncBackPro		84%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		72%	7 REVIEWS
--	 Spinbackup for G Suite		96%	6 REVIEWS
--	 Vembu BDR Suite		95%	5 REVIEWS
--	 Gmvault Gmail Backup		78%	5 REVIEWS

# Vendor Capability Satisfaction

## Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.




DROPSUITE OFFICE 365

EXCHANGE BACKUP


TOP PRODUCT

Delights




51%

Highly Satisfies



43%

Almost Satisfies



























5%

Disappoints

--

86%

Product Strategy and Rate of Improvement

2	 BackupAssist	 	84%	16 REVIEWS
3	 NovaBACKUP	  	83%	17 REVIEWS
4	 Backup Exec	 	83%	30 REVIEWS
5	 Mimecast Sync & Recover	 	82%	21 REVIEWS
6	 Veeam Backup for Microsoft 365		80%	23 REVIEWS
7	 Metallic SaaS Backup and Recovery	  	76%	20 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business	   	68%	31 REVIEWS
			CATEGORY AVERAGE	80%

PRODUCTS WITH INSUFFICIENT DATA


--	<div><div></div><div>CloudAlly G Suite Backup</div></div>	<div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div>	79%	13 REVIEWS
--	<div><div></div><div>SyncBackPro</div></div>	<div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div>	90%	11 REVIEWS
--	<div><div></div><div>Veeam Explorer for Microsoft Exchange</div></div>	<div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div>	70%	7 REVIEWS
--	<div><div></div><div>Spinbackup for G Suite</div></div>	<div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div>	88%	6 REVIEWS
--	<div><div></div><div>Vembu BDR Suite</div></div>	<div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div>	86%	5 REVIEWS
--	<div><div></div><div>Gmvault Gmail Backup</div></div>	<div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div>	70%	5 REVIEWS

# Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Usability And Intuitiveness


End user learning curves cost the organization money. Pay attention to your end users’ technical ability to determine how important UX is in your purchase.



DROPSUITE OFFICE 365 EXCHANGE BACKUP


TOP PRODUCT

Delights




56%

Highly Satisfies



37%

Almost Satisfies

















7%

Disappoints













--

87%

Usability And Intuitiveness

2	 Mimecast Sync & Recover		86%	21 REVIEWS
3	 BackupAssist		85%	16 REVIEWS
4	 NovaBACKUP		84%	17 REVIEWS
5	 Metallic SaaS Backup and Recovery		80%	20 REVIEWS
6	 Backup Exec		79%	30 REVIEWS
7	 Veeam Backup for Microsoft 365		79%	23 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business		74%	31 REVIEWS
		CATEGORY AVERAGE	82%	

PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		89%	13 REVIEWS
--	 SyncBackPro		92%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		92%	7 REVIEWS
--	 Spinbackup for G Suite		88%	6 REVIEWS
--	 Vembu BDR Suite		100%	5 REVIEWS
--	 Gmvault Gmail Backup		69%	5 REVIEWS




# Vendor Capability Satisfaction

## Vendor Support




The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

















DROPSUITE OFFICE 365 EXCHANGE BACKUP

TOP PRODUCT













Delights		60%
Highly Satisfies		31%
Almost Satisfies		9%
Disappoints		--

88%

Vendor Support

2	 NovaBACKUP		83%	17 REVIEWS
3	 Mimecast Sync & Recover		82%	21 REVIEWS
4	 Backup Exec		81%	30 REVIEWS
5	 Veeam Backup for Microsoft 365		81%	23 REVIEWS
6	 BackupAssist		81%	16 REVIEWS
7	 Metallic SaaS Backup and Recovery		78%	20 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business		73%	31 REVIEWS
		CATEGORY AVERAGE	81%	

PRODUCTS WITH INSUFFICIENT DATA



















--	 CloudAlly G Suite Backup		78%	13 REVIEWS
--	 SyncBackPro		87%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		74%	7 REVIEWS
--	 Spinbackup for G Suite		84%	6 REVIEWS
--	 Vembu BDR Suite		94%	5 REVIEWS
--	 Gmvault Gmail Backup		60%	5 REVIEWS

# Vendor Capability Satisfaction













This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

<div></div> <div><b>NOVABACKUP</b> TOP PRODUCT</div>		<div><div>Delights</div><div></div><div>69%</div></div> <div><div>Highly Satisfies</div><div></div><div>18%</div></div> <div><div>Almost Satisfies</div><div></div><div>13%</div></div> <div><div>Disappoints</div><div></div><div>--</div></div>	<div><div>89%</div><div>Ease of Data Integration</div></div>	
2	 Dropsuite Office 365 Exchange Backup		87%	38 REVIEWS
3	 Metallic SaaS Backup and Recovery		86%	20 REVIEWS
4	 Mimecast Sync & Recover		86%	21 REVIEWS
5	 BackupAssist		84%	16 REVIEWS
6	 Backup Exec		80%	30 REVIEWS
7	 CloudAlly Office 365 Exchange Backup for Business		78%	31 REVIEWS
8	 Veeam Backup for Microsoft 365		77%	23 REVIEWS
		CATEGORY AVERAGE	83%	

PRODUCTS WITH INSUFFICIENT DATA

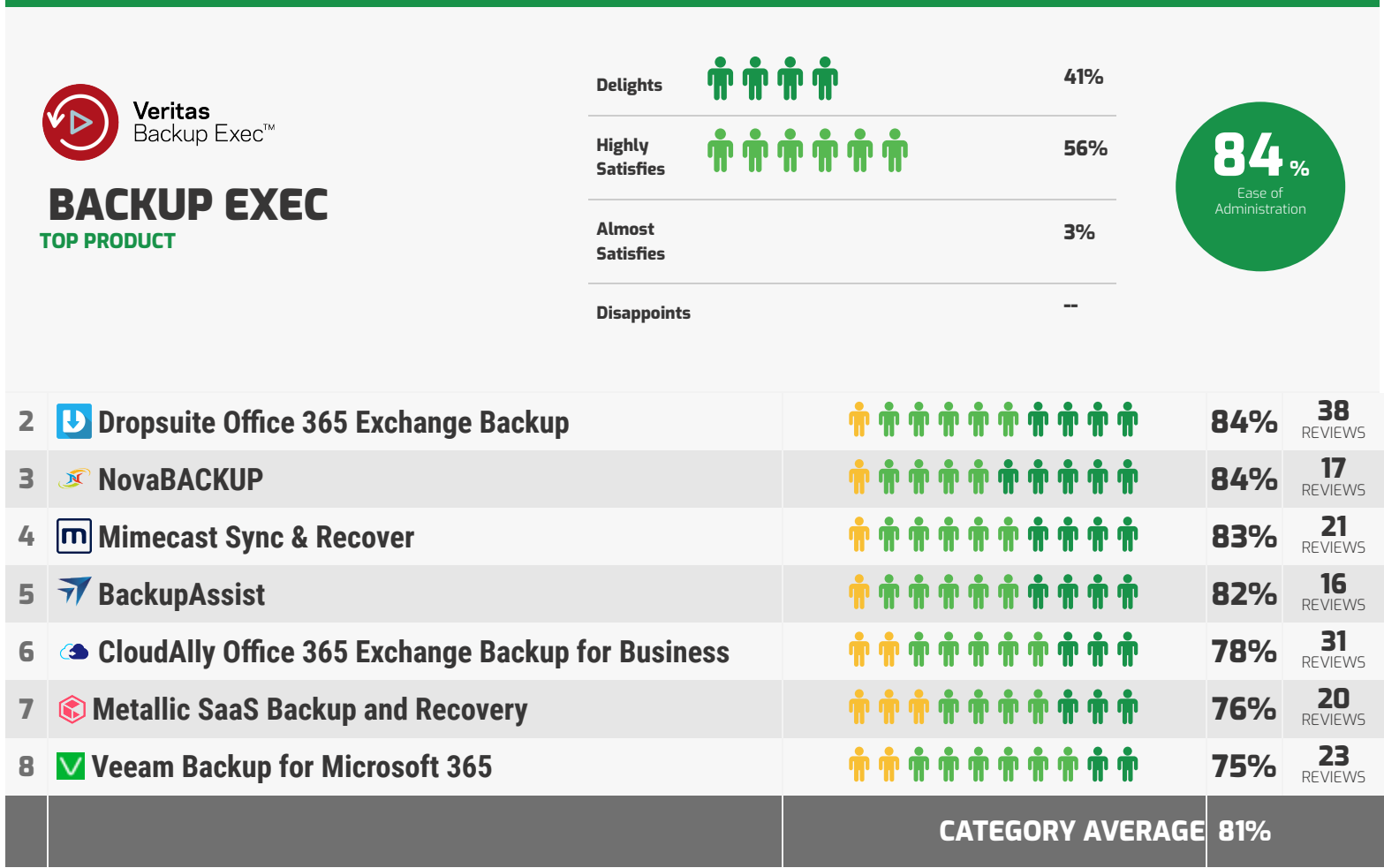
--	 CloudAlly G Suite Backup		87%	13 REVIEWS
--	 SyncBackPro		86%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		77%	7 REVIEWS
--	 Spinbackup for G Suite		92%	6 REVIEWS
--	 Gmvault Gmail Backup		100%	5 REVIEWS
--	 Vembu BDR Suite		94%	5 REVIEWS

# Vendor Capability Satisfaction













This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Ease of Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.



PRODUCTS WITH INSUFFICIENT DATA

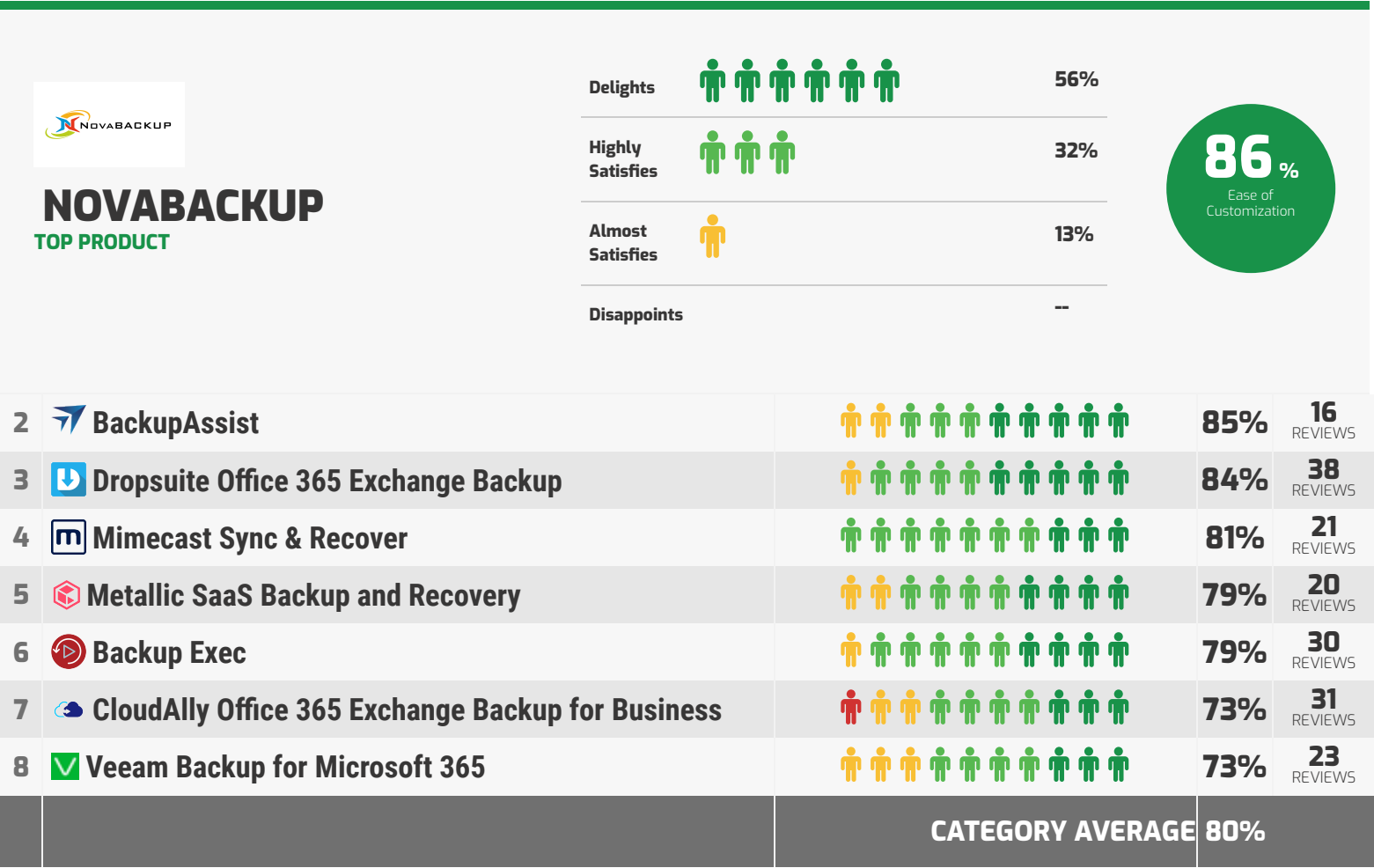
--	 CloudAlly G Suite Backup		86%	13 REVIEWS
--	 SyncBackPro		91%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		72%	7 REVIEWS
--	 Spinbackup for G Suite		92%	6 REVIEWS
--	 Vembu BDR Suite		97%	5 REVIEWS
--	 Gmvault Gmail Backup		65%	5 REVIEWS

# Vendor Capability Satisfaction











## Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.



PRODUCTS WITH INSUFFICIENT DATA

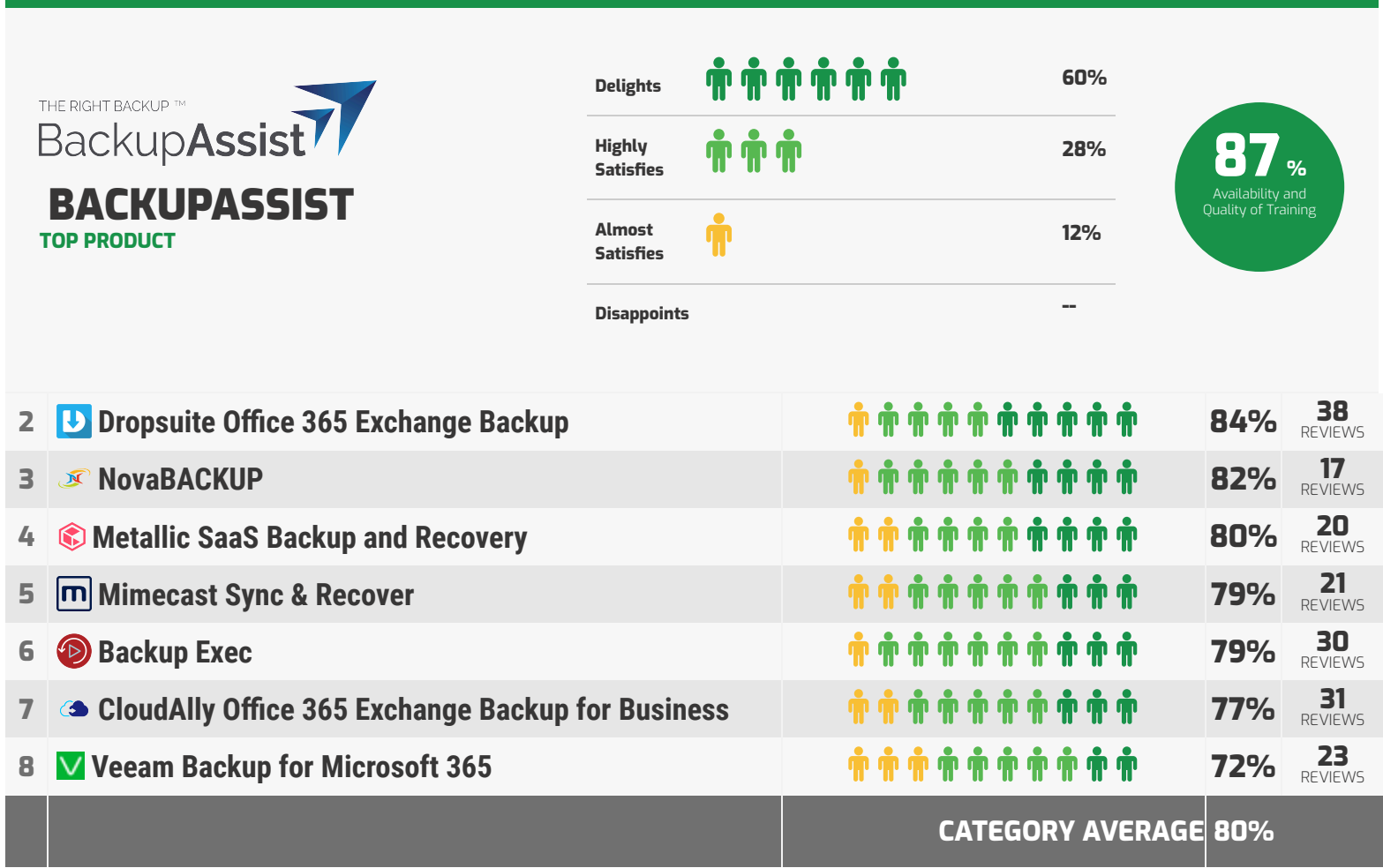
--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 SyncBackPro		81%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		70%	7 REVIEWS
--	 Spinbackup for G Suite		75%	6 REVIEWS
--	 Vembu BDR Suite		95%	5 REVIEWS
--	 Gmvault Gmail Backup		75%	5 REVIEWS

# Vendor Capability Satisfaction













## Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.



PRODUCTS WITH INSUFFICIENT DATA


















--	 CloudAlly G Suite Backup		84%	13 REVIEWS
--	 SyncBackPro		90%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		74%	7 REVIEWS
--	 Spinbackup for G Suite		84%	6 REVIEWS
--	 Vembu BDR Suite		97%	5 REVIEWS
--	 Gmvault Gmail Backup		88%	5 REVIEWS

# Vendor Capability Satisfaction













This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

<div> <b>DROPSUITE OFFICE 365 EXCHANGE BACKUP</b> TOP PRODUCT</div>		<div><div>Delights</div><div></div><div>61%</div></div> <div><div>Highly Satisfies</div><div></div><div>39%</div></div> <div><div>Almost Satisfies</div><div></div><div>--</div></div> <div><div>Disappoints</div><div></div><div>--</div></div>	<div><div>90%</div><div>Ease of Implementation</div></div>	
2	 Mimecast Sync & Recover		88%	21 REVIEWS
3	 BackupAssist		86%	16 REVIEWS
4	 NovaBACKUP		83%	17 REVIEWS
5	 Backup Exec		82%	30 REVIEWS
6	 Veeam Backup for Microsoft 365		79%	23 REVIEWS
7	 CloudAlly Office 365 Exchange Backup for Business		76%	31 REVIEWS
8	 Metallic SaaS Backup and Recovery		75%	20 REVIEWS
		CATEGORY AVERAGE	82%	

PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		87%	13 REVIEWS
--	 SyncBackPro		84%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		75%	7 REVIEWS
--	 Spinbackup for G Suite		88%	6 REVIEWS
--	 Vembu BDR Suite		97%	5 REVIEWS
--	 Gmvault Gmail Backup		79%	5 REVIEWS



# Product Feature Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	GRANULAR RESTORE	MAILBOX BACKUP RESTORE	PERMISSIONS AWARENESS	SECURITY	SUPPORT FOR BACKUP TYPES	
Dropsuite Office 365 Exchange Backup	86%	89%	90%	84%	86%	82%	
NovaBACKUP	85%	82%	87%	81%	87%	88%	
Mimecast Sync & Recover	84%	81%	87%	78%	86%	89%	
Metallic SaaS Backup and Recovery	82%	77%	83%	76%	88%	85%	
Backup Exec	82%	80%	82%	83%	81%	82%	
BackupAssist	80%	78%	80%	78%	85%	78%	
Veeam Backup for Microsoft 365	80%	85%	79%	80%	79%	76%	
CloudAlly Office 365 Exchange Backup for Business	77%	72%	77%	81%	75%	79%	
CATEGORY AVERAGE	82%	81%	83%	80%	83%	82%	

PRODUCTS WITH INSUFFICIENT DATA							
CloudAlly G Suite Backup	86%	86%	91%	85%	85%	84%	
SyncBackPro	87%	87%	84%	83%	88%	91%	

# Product Feature Summary

## MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	GRANULAR RESTORE	MAILBOX BACKUP RESTORE	PERMISSIONS AWARENESS	SECURITY	SUPPORT FOR BACKUP TYPES	
CATEGORY AVERAGE	82%	81%	83%	80%	83%	82%	

PRODUCTS WITH INSUFFICIENT DATA							
Veeam Explorer for Microsoft Exchange	75%	72%	77%	74%	81%	72%	
Spinbackup for G Suite	88%	75%	88%	92%	92%	92%	
Vembu BDR Suite	92%	100%	84%	89%	92%	97%	
Gmvault Gmail Backup	76%	81%	82%	75%	85%	58%	

# Product Feature Summary

## STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	BACKUP ARCHIVING	COMPLIANCE	FULL SYSTEM BACKUP RESTORE	INFORMATION STORE BACKUP RESTORE	MEDIA SUPPORT	TRANSACTION LOG BACKUP RESTORE	
Dropsuite Office 365 Exchange Backup	86%	85%	89%	82%	86%	82%	86%	
NovaBACKUP	85%	84%	83%	86%	83%	84%	77%	
Mimecast Sync & Recover	84%	89%	82%	89%	80%	80%	85%	
Metallic SaaS Backup and Recovery	82%	85%	88%	87%	83%	82%	83%	
Backup Exec	82%	81%	85%	80%	84%	83%	82%	
BackupAssist	80%	81%	82%	86%	86%	77%	88%	
Veeam Backup for Microsoft 365	80%	77%	83%	78%	84%	80%	77%	
CloudAlly Office 365 Exchange Backup for Business	77%	80%	81%	74%	73%	75%	78%	
CATEGORY AVERAGE	82%	83%	84%	83%	82%	80%	82%	

PRODUCTS WITH INSUFFICIENT DATA								
CloudAlly G Suite Backup	86%	89%	82%	86%	96%	81%	88%	
SyncBackPro	87%	88%	88%	99%	91%	83%	89%	

# Product Feature Summary

## STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	BACKUP ARCHIVING	COMPLIANCE	FULL SYSTEM BACKUP RESTORE	INFORMATION STORE BACKUP RESTORE	MEDIA SUPPORT	TRANSACTION LOG BACKUP RESTORE	
CATEGORY AVERAGE	82%	83%	84%	83%	82%	80%	82%	
PRODUCTS WITH INSUFFICIENT DATA								
Veeam Explorer for Microsoft Exchange	75%	77%	78%	82%	75%	74%	74%	
Spinbackup for G Suite	88%	88%	85%	79%	75%	84%	88%	
Vembu BDR Suite	92%	100%	97%	100%	100%	83%		
Gmvault Gmail Backup	76%	84%	85%	66%	84%	69%	90%	

# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Product Features

This table lists and describes all the features that are evaluated in the Email Backup software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features	
Granular Restore	The ability to restore individual email messages, message threads, or messages within a specified date range.
Mailbox Backup Restore	The backup and restore of individual mailboxes without having to restore an entire email server to extract a single mailbox.
Standard Features	
Backup Archiving	Ability to conduct archive backups for long-term storage.
Compliance	Compliance with privacy legislation, including General Data Protection Regulation (GDPR), and the ability to enact requests for purging of personal information.
Full System Backup Restore	The backup of the full email system and all of its servers, including the operating system.

Permissions Awareness	The backup software having awareness of mailbox permissions, rules, and delegates, and the ability to backup and restore associated permissions.
Security	Software provides appropriate data and access security.
Support for Backup Types	Support for Full, Incremental (change since last incremental backup) & Differential (change since last full backup) backup types.
Information Store Backup Restore	Ability to backup and restore only the Information Store (full contents of all mailboxes) of an email server, common with MS Exchange Server.
Media Support	Support for backup to various backup media formats, including disk, WORM (write once, read many), optical drives, and tape.
Transaction Log Backup Restore	Ability to backup and restore the transaction log (which can be “replayed” in order to rebuild an email Information Store) of an MS Exchange email server.


# Product Feature Satisfaction



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Granular Restore















Mandatory Feature

The ability to restore individual email messages, message threads, or messages within a specified date range.













  
**DROPSUITE OFFICE 365 EXCHANGE BACKUP**  
TOP PRODUCT

Delights		59%
Highly Satisfies		38%
Almost Satisfies		3%
Disappoints		--

89%  
Granular Restore

2	 Veeam Backup for Microsoft 365		85%	23 REVIEWS
3	 NovaBACKUP		82%	17 REVIEWS
4	 Mimecast Sync & Recover		81%	21 REVIEWS
5	 Backup Exec		80%	30 REVIEWS
6	 BackupAssist		78%	16 REVIEWS
7	 Metallic SaaS Backup and Recovery		77%	20 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business		72%	31 REVIEWS
		CATEGORY AVERAGE	81%	

PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		86%	13 REVIEWS
--	 SyncBackPro		87%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		72%	7 REVIEWS
--	 Spinbackup for G Suite		75%	6 REVIEWS
--	 Vembu BDR Suite		100%	5 REVIEWS
--	 Gmvault Gmail Backup		81%	5 REVIEWS




# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Mailbox Backup Restore



Mandatory Feature

The backup and restore of individual mailboxes without having to restore an entire email server to extract a single mailbox.

















DROPSUITE OFFICE 365 EXCHANGE BACKUP

TOP PRODUCT













Delights		62%
Highly Satisfies		38%
Almost Satisfies		--
Disappoints		--

90%

Mailbox Backup Restore

2	 NovaBACKUP		87%	17 REVIEWS
3	 Mimecast Sync & Recover		87%	21 REVIEWS
4	 Metallic SaaS Backup and Recovery		83%	20 REVIEWS
5	 Backup Exec		82%	30 REVIEWS
6	 BackupAssist		80%	16 REVIEWS
7	 Veeam Backup for Microsoft 365		79%	23 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business		77%	31 REVIEWS
		CATEGORY AVERAGE	83%	

PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		91%	13 REVIEWS
--	 SyncBackPro		84%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		77%	7 REVIEWS
--	 Spinbackup for G Suite		88%	6 REVIEWS
--	 Vembu BDR Suite		84%	5 REVIEWS
--	 Gmvault Gmail Backup		82%	5 REVIEWS

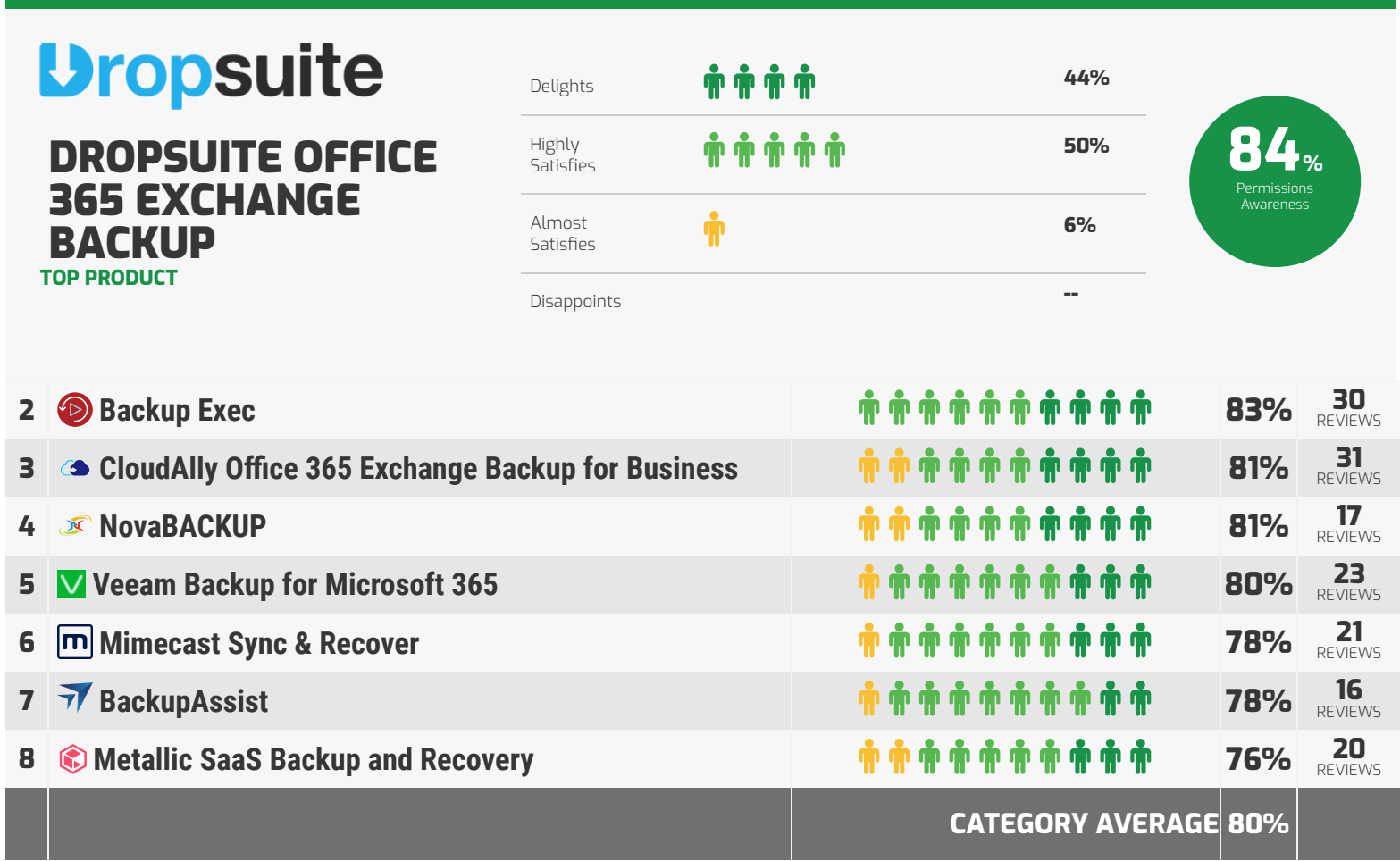
# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.













## Permissions Awareness

Mandatory Feature

The backup software having awareness of mailbox permissions, rules, and delegates, and the ability to backup and restore associated permissions.



PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 SyncBackPro		83%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		74%	7 REVIEWS
--	 Spinbackup for G Suite		92%	6 REVIEWS
--	 Vembu BDR Suite		89%	5 REVIEWS
--	 Gmvault Gmail Backup		75%	5 REVIEWS

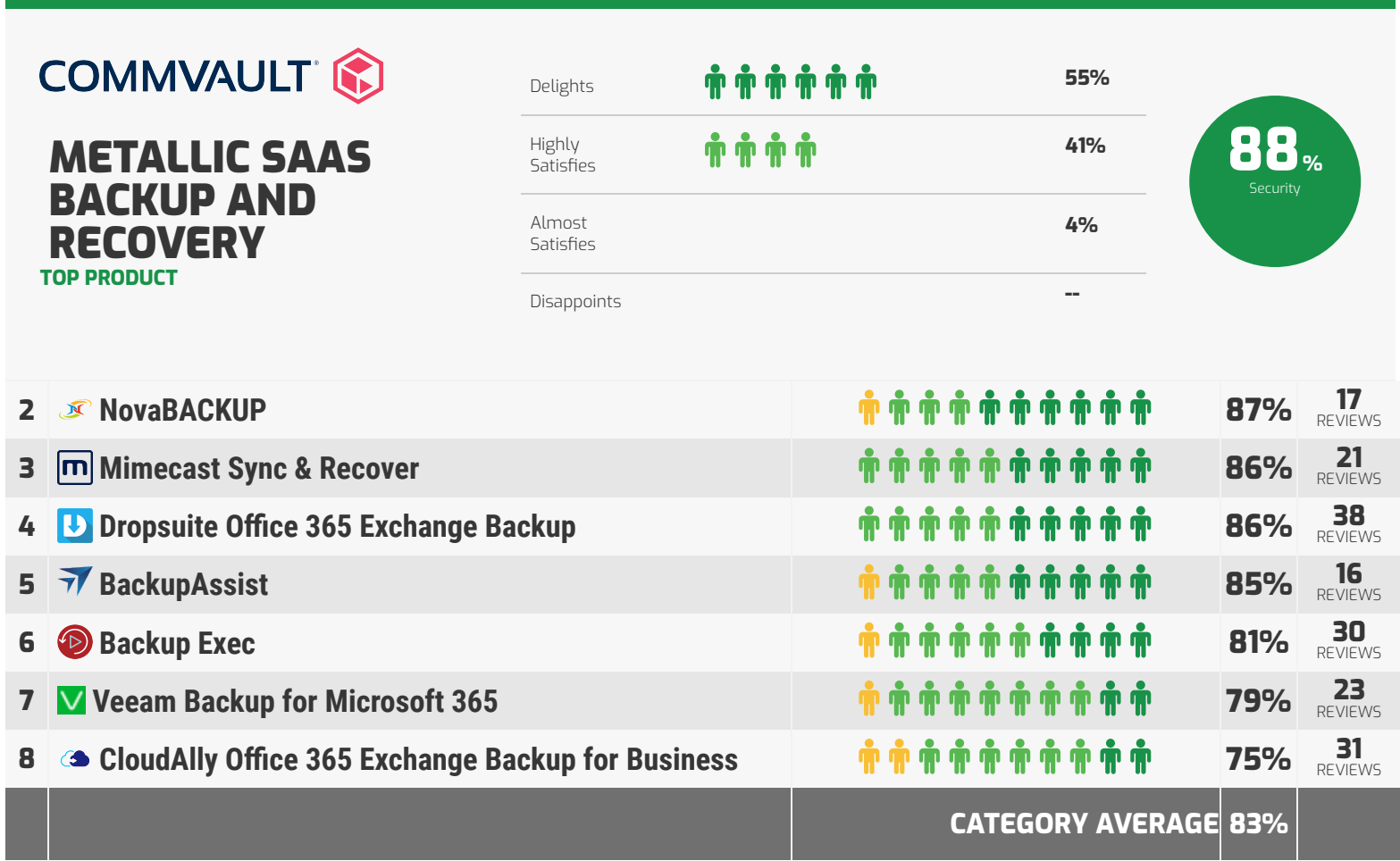
# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.













## Security

Mandatory Feature

Software provides appropriate data and access security.




PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 SyncBackPro		88%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		81%	7 REVIEWS
--	 Spinbackup for G Suite		92%	6 REVIEWS
--	 Vembu BDR Suite		92%	5 REVIEWS
--	 Gmvault Gmail Backup		85%	5 REVIEWS




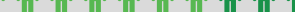

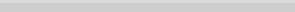






This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Mandatory Feature



**89%**  
Support for  
Backup Types

## PRODUCTS WITH INSUFFICIENT DATA

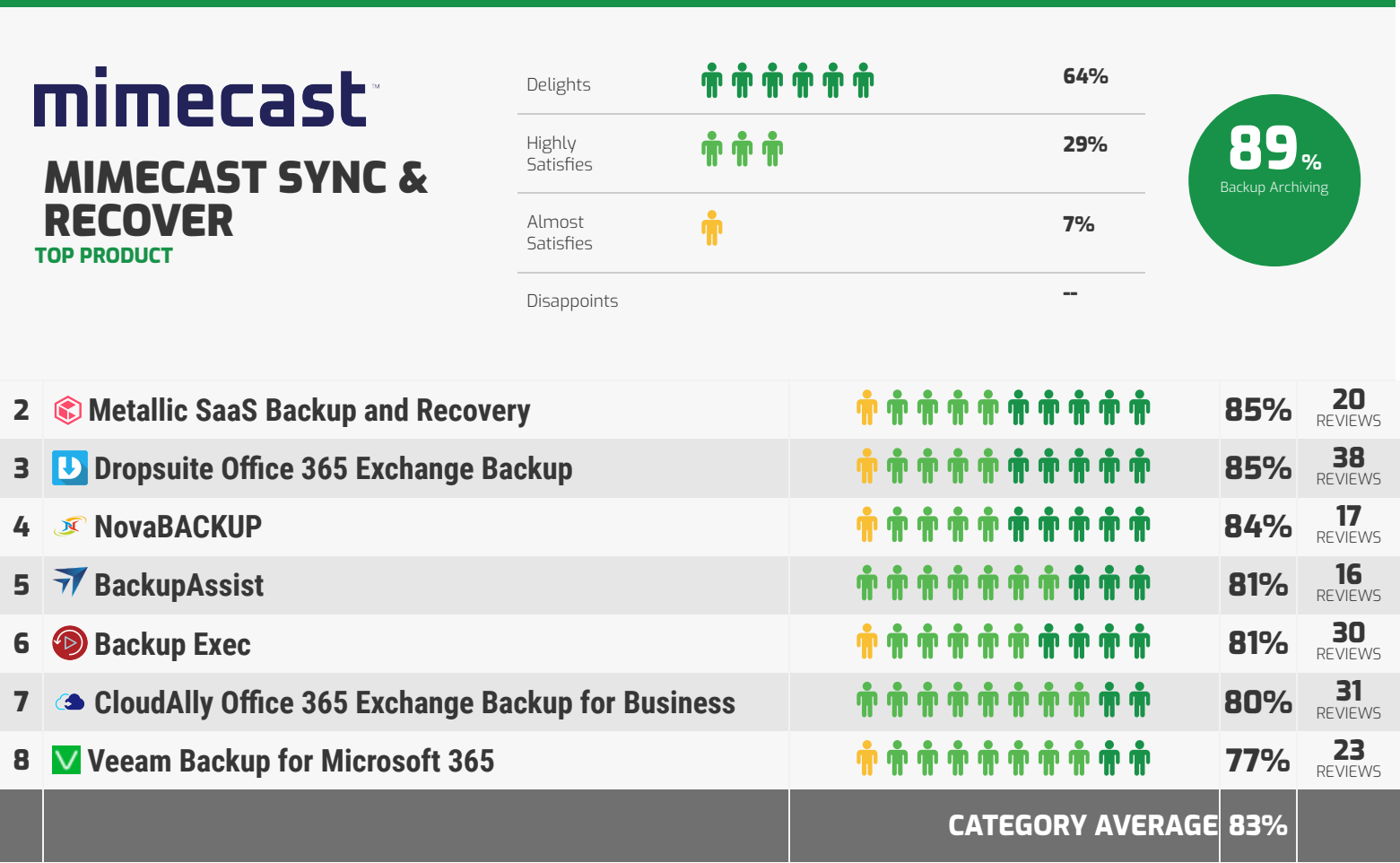
--	 <b>CloudAlly G Suite Backup</b>		<b>84%</b>	<b>13</b> REVIEWS
--	 <b>SyncBackPro</b>		<b>91%</b>	<b>11</b> REVIEWS
--	 <b>Veeam Explorer for Microsoft Exchange</b>		<b>72%</b>	<b>7</b> REVIEWS
--	 <b>Spinbackup for G Suite</b>		<b>92%</b>	<b>6</b> REVIEWS
--	 <b>Vembu BDR Suite</b>		<b>97%</b>	<b>5</b> REVIEWS
--	 <b>Gmvault Gmail Backup</b>		<b>58%</b>	<b>5</b> REVIEWS

# Product Feature Satisfaction













This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Backup Archiving

Standard Feature

Ability to conduct archive backups for long-term storage.

PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		89%	13 REVIEWS
--	 SyncBackPro		88%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		77%	7 REVIEWS
--	 Spinbackup for G Suite		88%	6 REVIEWS
--	 Vembu BDR Suite		97%	5 REVIEWS
--	 Gmvault Gmail Backup		84%	5 REVIEWS


# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Compliance



Standard Feature

Compliance with privacy legislation, including General Data Protection Regulation (GDPR), and the ability to enact requests for purging of personal information.

















DROPSUITE OFFICE 365 EXCHANGE BACKUP

TOP PRODUCT













Delights		54%
Highly Satisfies		46%
Almost Satisfies		--
Disappoints		--

89%

Compliance

2	 Metallic SaaS Backup and Recovery		88%	20 REVIEWS
3	 Backup Exec		85%	30 REVIEWS
4	 NovaBACKUP		83%	17 REVIEWS
5	 Veeam Backup for Microsoft 365		83%	23 REVIEWS
6	 Mimecast Sync & Recover		82%	21 REVIEWS
7	 BackupAssist		82%	16 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business		81%	31 REVIEWS
		CATEGORY AVERAGE	84%	

PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		82%	13 REVIEWS
--	 SyncBackPro		88%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		78%	7 REVIEWS
--	 Spinbackup for G Suite		85%	6 REVIEWS
--	 Vembu BDR Suite		100%	5 REVIEWS
--	 Gmvault Gmail Backup		85%	5 REVIEWS



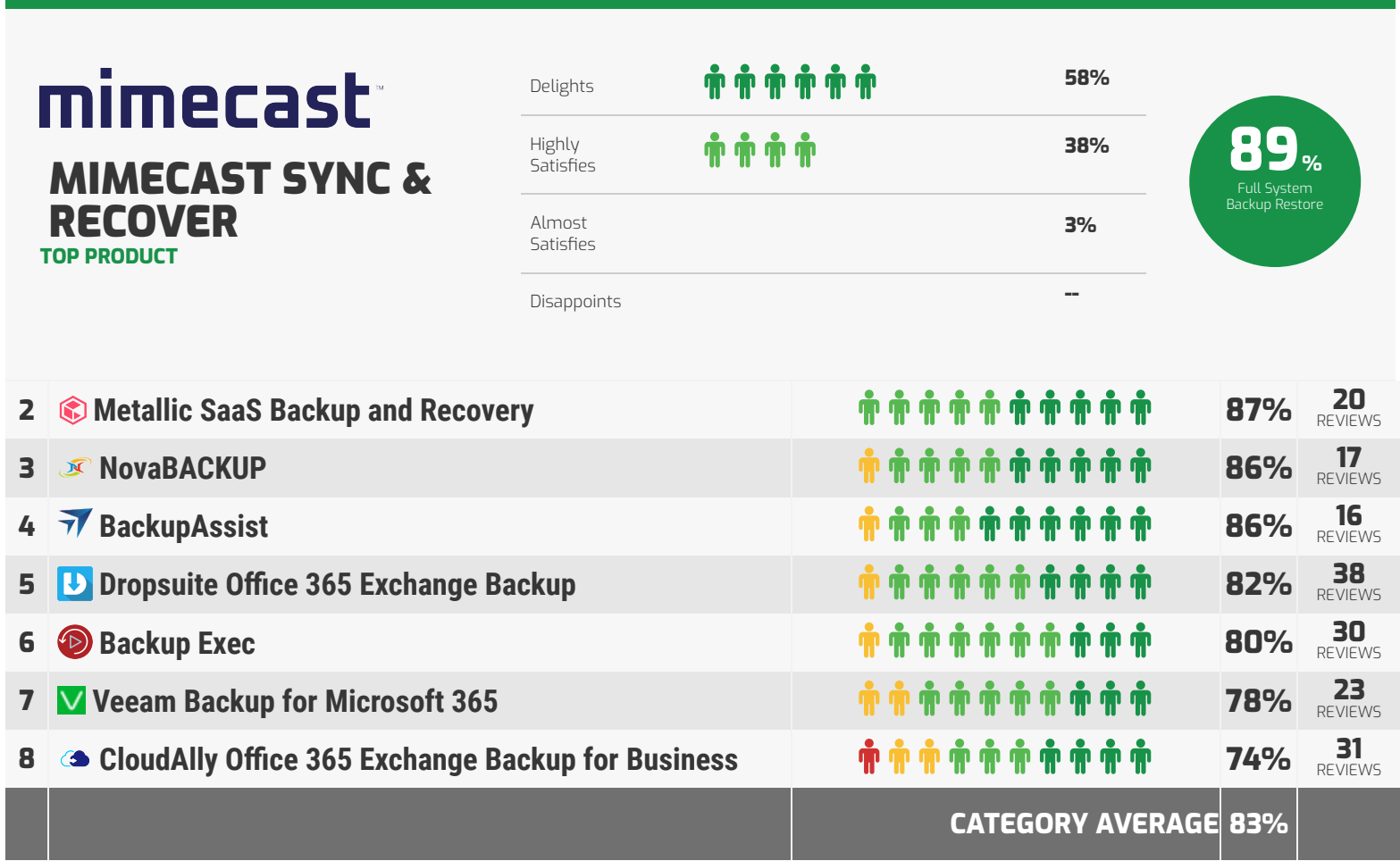
# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.












## Full System Backup Restore

Standard Feature

The backup of the full email system and all of its servers, including the operating system.



PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		86%	13 REVIEWS
--	 SyncBackPro		99%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		82%	7 REVIEWS
--	 Spinbackup for G Suite		79%	6 REVIEWS
--	 Vembu BDR Suite		97%	5 REVIEWS
--	 Gmvault Gmail Backup		66%	5 REVIEWS


















# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.













## Information Store Backup Restore

Standard Feature

Ability to backup and restore only the Information Store (full contents of all mailboxes) of an email server, common with MS Exchange Server.

<div> <b>DROPSUITE OFFICE 365 EXCHANGE BACKUP</b> TOP PRODUCT</div>		<div>Delights<div></div>47%</div> <div>Highly Satisfies<div></div>49%</div> <div>Almost Satisfies<div></div>4%</div> <div>Disappoints<div></div>--</div>	<div>86% Information Store Backup Restore</div>	
2	 BackupAssist	<div></div>	86%	16 REVIEWS
3	 Backup Exec	<div></div>	84%	30 REVIEWS
4	 Veeam Backup for Microsoft 365	<div></div>	84%	23 REVIEWS
5	 Metallic SaaS Backup and Recovery	<div></div>	83%	20 REVIEWS
6	 NovaBACKUP	<div></div>	83%	17 REVIEWS
7	 Mimecast Sync & Recover	<div></div>	80%	21 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business	<div></div>	73%	31 REVIEWS
		CATEGORY AVERAGE	82%	

### PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup	<div></div>	96%	13 REVIEWS
--	 SyncBackPro	<div></div>	91%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange	<div></div>	75%	7 REVIEWS
--	 Spinbackup for G Suite	<div></div>	75%	6 REVIEWS
--	 Vembu BDR Suite	<div></div>	100%	5 REVIEWS
--	 Gmvault Gmail Backup	<div></div>	84%	5 REVIEWS

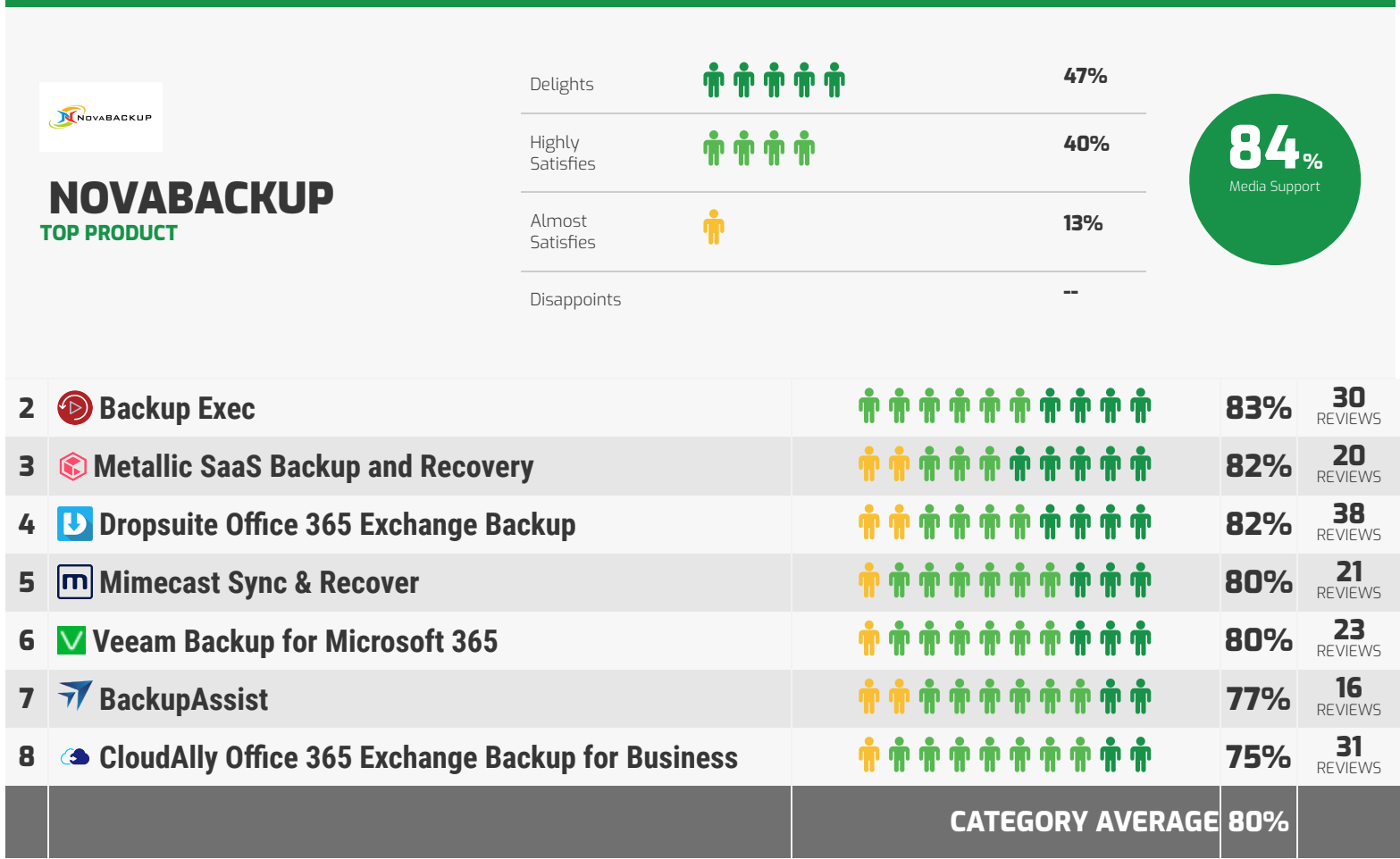
# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.













## Media Support

Standard Feature

Support for backup to various backup media formats, including disk, WORM (write once, read many), optical drives, and tape.



PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		81%	13 REVIEWS
--	 SyncBackPro		83%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		74%	7 REVIEWS
--	 Spinbackup for G Suite		84%	6 REVIEWS
--	 Vembu BDR Suite		100%	5 REVIEWS
--	 Gmvault Gmail Backup		69%	5 REVIEWS

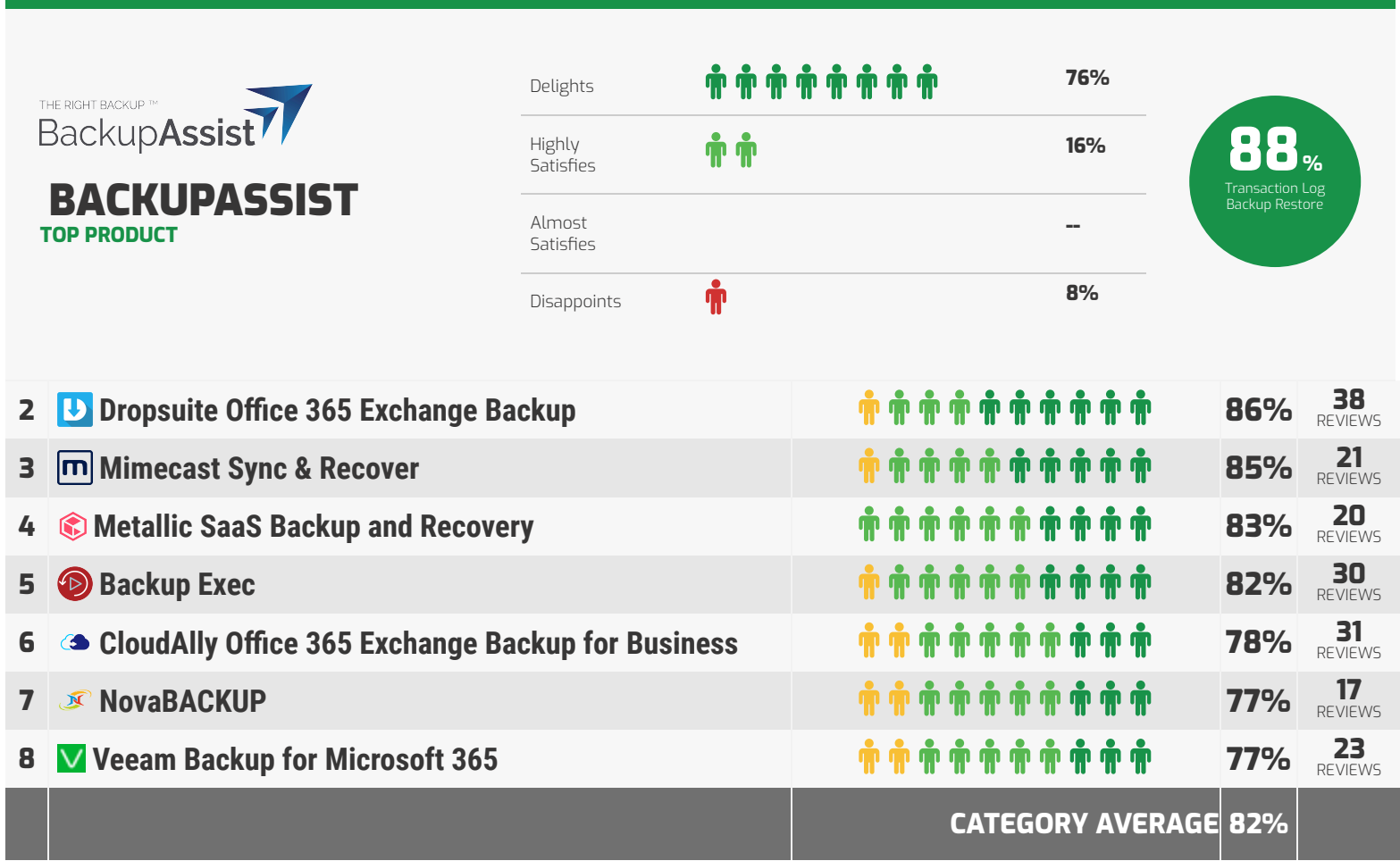
# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.













## Transaction Log Backup Restore

Standard Feature

Ability to backup and restore the transaction log (which can be “replayed” in order to rebuild an email Information Store) of an MS Exchange email server.



PRODUCTS WITH INSUFFICIENT DATA

--	 CloudAlly G Suite Backup		88%	13 REVIEWS
--	 SyncBackPro		89%	11 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		74%	7 REVIEWS
--	 Spinbackup for G Suite		88%	6 REVIEWS
--	 Gmvault Gmail Backup		90%	5 REVIEWS
--	 Vembu BDR Suite		83%	5 REVIEWS