

May 2021

DATA QUADRANT REPORT

Email Backup Solutions

170

Reviews

9

Vendors Evaluated

Table of Contents

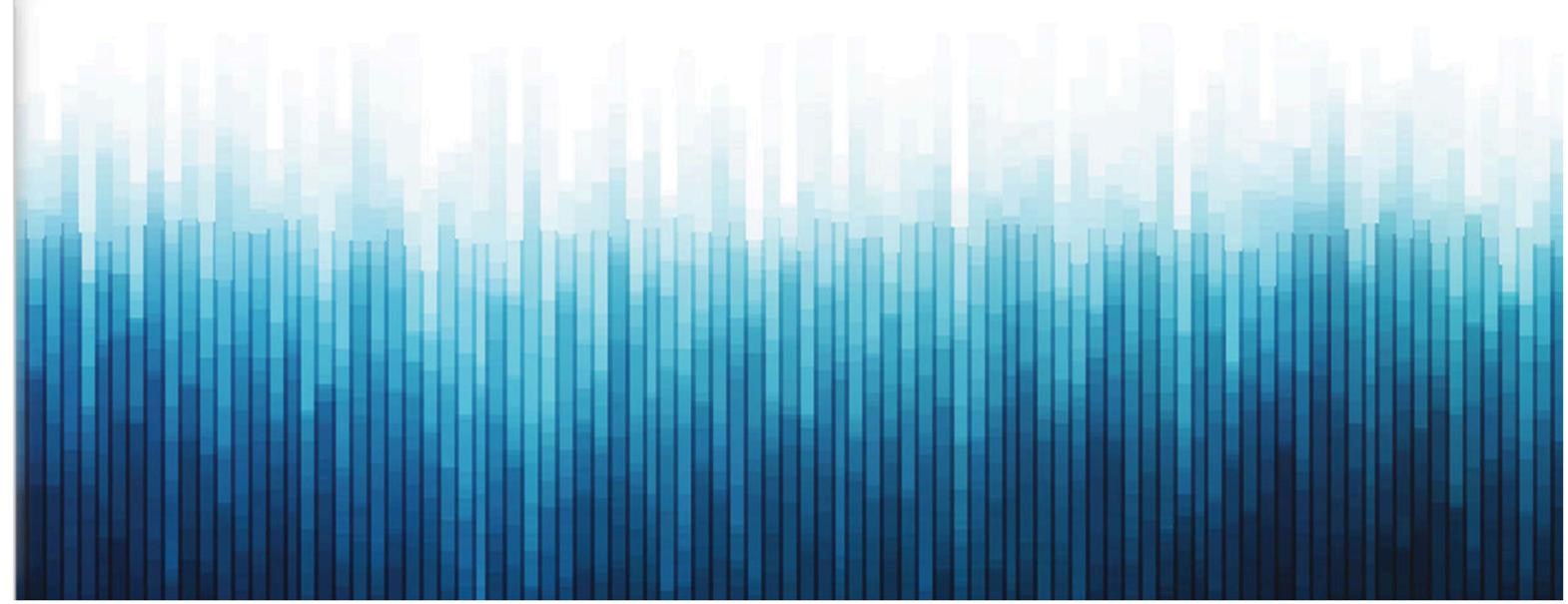
- Data Quadrant**..... 4
- Category Overview** 5
- Vendor Capability Summary**..... 6
- Vendor Capabilities**..... 9
- Product Feature Summary**..... 21
- Product Features**..... 25

How to Use the Report

Info-Tech’s Data Quadrant Reports provide a comprehensive evaluation of popular products in the Email Backup Solutions 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 vendors in their 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.



Software Directory

EMAIL BACKUP SOLUTIONS 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 vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

Email Backup Solutions Software

 AppRiver Email Continuity

 Arcserve Unified Data Protection

 Backup Exec

 BackupAssist

 Barracuda Message Archiver

 CloudAlly G Suite Backup

 CloudAlly Office 365 Exchange Backup for Business

 Code42 Backup + Restore

 CodeTwo Backup for Exchange

 Commvault Backup and Recovery

 Dropsuite Office 365 Exchange Backup

 Gmvault Gmail Backup

 Kernel for Exchange

 MailStore Server

 Mimecast Sync & Recover

 NovaBACKUP

 Ontrack PowerControls

 OzHosting Email Backup

 Spin AI 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 Office 365

 Veeam Explorer for Microsoft Exchange

 Vembu BDR Suite



SOFTWARE REVIEWS Data Quadrant



INFO~TECH
RESEARCH GROUP
SoftwareReviews

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



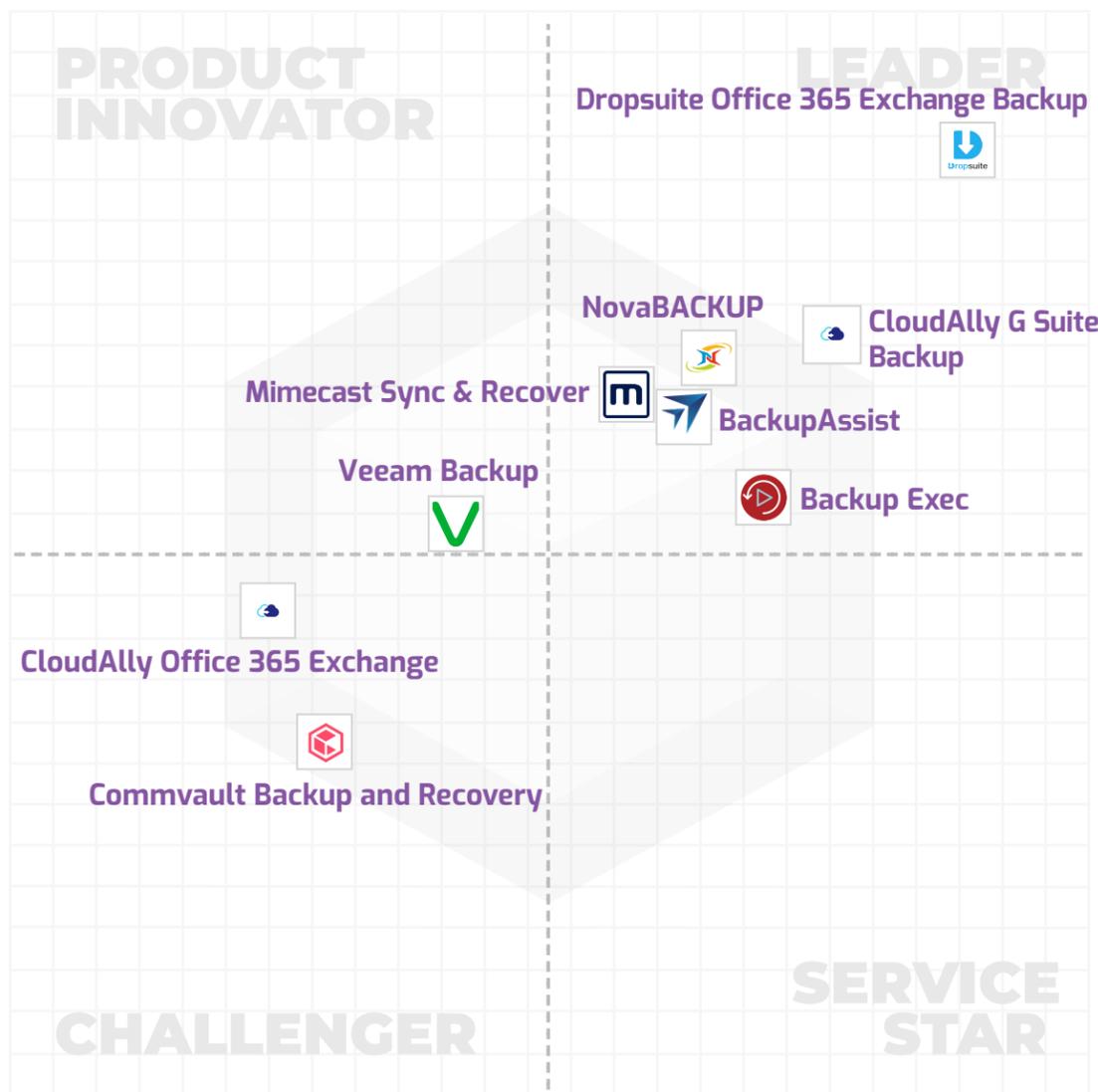
SoftwareReviews

EMAIL BACKUP SOLUTIONS
Data Quadrant
MAY 2021

9.7

PRODUCT FEATURES AND SATISFACTION

6.5



EMAIL BACKUP SOLUTIONS

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).

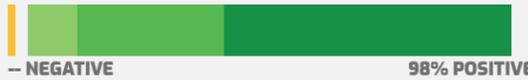
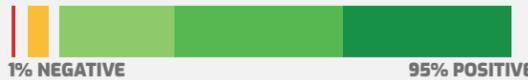
Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

6.6 VENDOR EXPERIENCE AND CAPABILITIES 9.5

Category Overview

This page provides a high level summary of product performance within the Email Backup Solutions 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	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
 1	 Dropsuite Office 365 Exchange	9.3/10	+97 	 -- NEGATIVE 98% POSITIVE	88%	90%	97%	23
 2	 CloudAlly G Suite Backup	8.8/10	+91 	 1% NEGATIVE 92% POSITIVE	85%	87%	87%	11
 3	 NovaBACKUP	8.6/10	+90 	 2% NEGATIVE 93% POSITIVE	79%	82%	91%	13
4	 BackupAssist	8.4/10	+86 	 3% NEGATIVE 89% POSITIVE	81%	81%	89%	12
5	 Backup Exec Email Backup	8.4/10	+94 	 1% NEGATIVE 95% POSITIVE	79%	80%	84%	18
6	 Mimecast Sync & Recover	8.4/10	+85 	 2% NEGATIVE 87% POSITIVE	79%	84%	86%	15
7	 Veeam Backup for Office 365	7.9/10	+77 	 5% NEGATIVE 83% POSITIVE	76%	76%	86%	18
8	 CloudAlly Office 365 Backup	7.4/10	+67 	 4% NEGATIVE 72% POSITIVE	75%	77%	80%	31
9	 Commvault Backup and Recovery	7.3/10	+68 	 9% NEGATIVE 79% POSITIVE	76%	76%	71%	11
AVERAGE SCORES		8.3/10	+85 	 3% NEGATIVE 88% POSITIVE	80%	81%	86%	17
VENDORS WITH INSUFFICIENT DATA								
--	 SyncBackPro	9.2/10	+96 	 -- NEGATIVE 96% POSITIVE	87%	86%	98%	7

Category Overview

This page provides a high level summary of product performance within the Email Backup Solutions 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 Likelihood 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	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
AVERAGE SCORES		8.3/10	+85	 3% NEGATIVE 88% POSITIVE	80%	81%	86%	17
VENDORS WITH INSUFFICIENT DATA								
--	 Spinbackup for G Suite	9.1/10	+94	 -- NEGATIVE 95% POSITIVE	88%	88%	96%	6
--	 Veeam Explorer	7.9/10	+78	 6% NEGATIVE 84% POSITIVE	78%	79%	81%	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.

VENDOR	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 IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Dropsuite Office 365 Exchange Backup	88%	91%	88%	87%	90%	88%	89%	91%	85%	83%	85%	92%
CloudAlly G Suite Backup	85%	85%	84%	89%	78%	86%	83%	90%	89%	84%	82%	89%
BackupAssist	81%	81%	78%	81%	79%	84%	79%	82%	83%	83%	81%	83%
Mimecast Sync & Recover	79%	80%	75%	82%	78%	78%	79%	82%	82%	80%	70%	85%
Backup Exec	79%	79%	72%	77%	82%	82%	76%	79%	80%	79%	81%	82%
NovaBACKUP	79%	81%	72%	78%	73%	79%	84%	84%	79%	82%	78%	76%
Commvault Backup and Recovery	76%	82%	76%	84%	67%	79%	82%	91%	70%	72%	79%	77%
Veeam Backup for Microsoft Office 365	76%	77%	77%	78%	80%	75%	78%	74%	74%	72%	70%	81%
CloudAlly Office 365 Exchange Backup for Business	75%	77%	77%	75%	68%	74%	73%	77%	78%	73%	76%	76%
CATEGORY AVERAGE	80%	82%	78%	81%	77%	81%	80%	83%	80%	79%	78%	82%

VENDORS WITH INSUFFICIENT DATA	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 IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
SyncBackPro	87%	95%	81%	86%	88%	89%	86%	83%	89%	81%	86%	88%

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.

VENDOR	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 IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
CATEGORY AVERAGE	80%	82%	78%	81%	77%	81%	80%	83%	80%	79%	78%	82%

VENDORS WITH INSUFFICIENT DATA												
Spinbackup for G Suite	88%	96%	88%	96%	88%	88%	84%	92%	92%	75%	84%	88%
Veeam Explorer for Microsoft Exchange	78%	81%	91%	70%	75%	94%	63%	77%	79%	75%	71%	84%

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.

Vendor Capabilities

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

<p>Business Value Created</p>	<p>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.</p>	<p>Vendor Support</p>	<p>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.</p>
<p>Breadth of Features</p>	<p>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.</p>	<p>Ease of Data Integration</p>	<p>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.</p>
<p>Quality of Features</p>	<p>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.</p>	<p>Ease of IT Administration</p>	<p>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.</p>
<p>Product Strategy and Rate of Improvement</p>	<p>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.</p>	<p>Ease of Customization</p>	<p>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.</p>
<p>Usability and Intuitiveness</p>	<p>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.</p>	<p>Availability and Quality of Training</p>	<p>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.</p>
		<p>Ease of Implementation</p>	<p>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.</p>

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.

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.

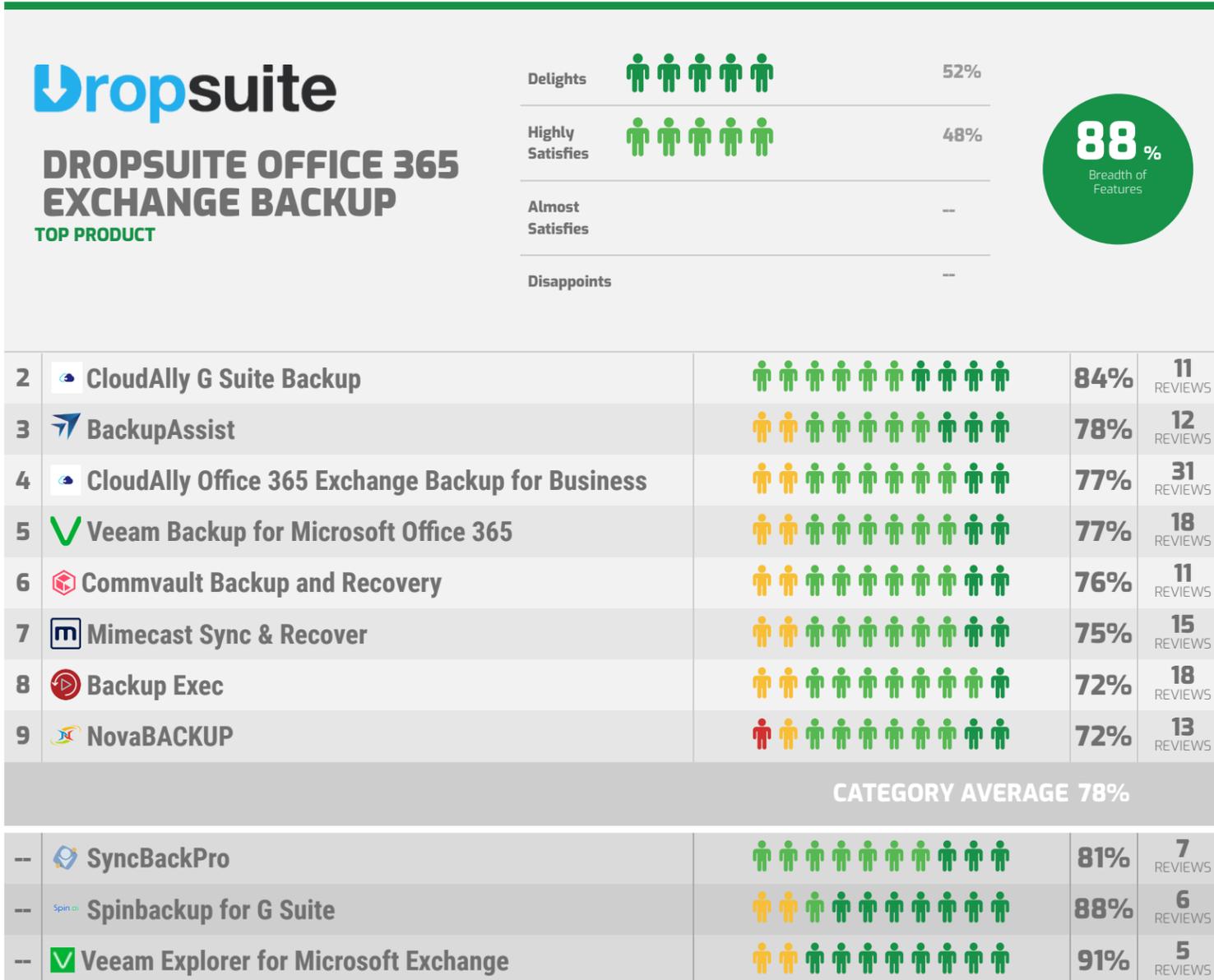
Dropsuite		Delights	Highly Satisfies	Almost Satisfies	Disappoints	91% Business Value Created	
DROPSUITE OFFICE 365 EXCHANGE BACKUP		65%	35%	--	--		
TOP PRODUCT							
2	CloudAlly G Suite Backup	85%	11 REVIEWS				
3	Commvault Backup and Recovery	82%	11 REVIEWS				
4	NovaBACKUP	81%	13 REVIEWS				
5	BackupAssist	81%	12 REVIEWS				
6	Mimecast Sync & Recover	80%	15 REVIEWS				
7	Backup Exec	79%	18 REVIEWS				
8	Veeam Backup for Microsoft Office 365	77%	18 REVIEWS				
9	CloudAlly Office 365 Exchange Backup for Business	77%	31 REVIEWS				
CATEGORY AVERAGE 82%							
--	SyncBackPro	95%	7 REVIEWS				
--	Spin on Spinbackup for G Suite	96%	6 REVIEWS				
--	Veeam Explorer for Microsoft Exchange	81%	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.

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.

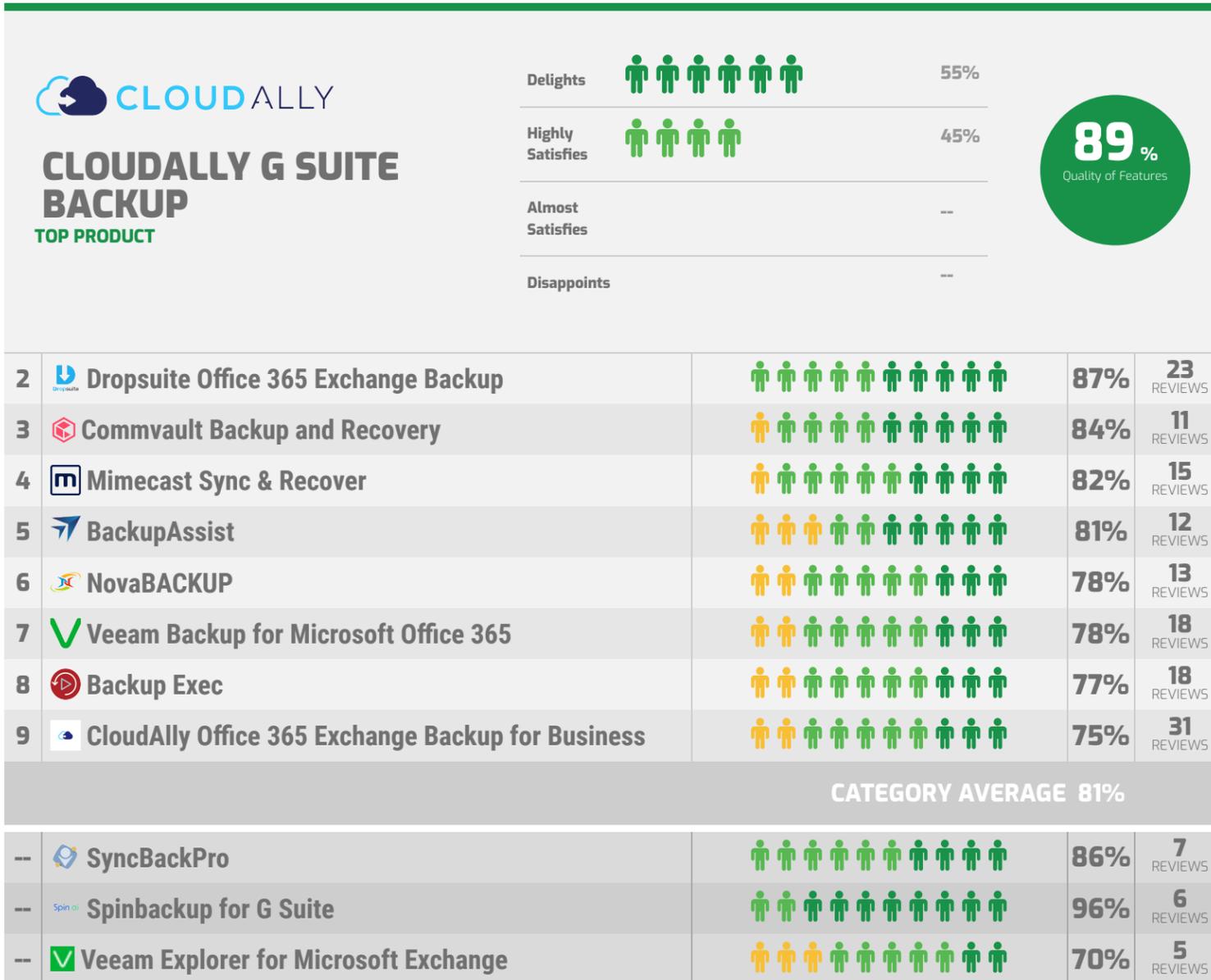


Vendor Capability Satisfaction

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.

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.



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.

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.



DROPSUITE OFFICE 365 EXCHANGE BACKUP
TOP PRODUCT

Delights		63%
Highly Satisfies		32%
Almost Satisfies		5%
Disappoints		--

90 %

Product Strategy and Rate of Improvement

2	Backup Exec		82%	18 REVIEWS
3	Veeam Backup for Microsoft Office 365		80%	18 REVIEWS
4	BackupAssist		79%	12 REVIEWS
5	Mimecast Sync & Recover		78%	15 REVIEWS
6	CloudAlly G Suite Backup		78%	11 REVIEWS
7	NovaBACKUP		73%	13 REVIEWS
8	CloudAlly Office 365 Exchange Backup for Business		68%	31 REVIEWS
9	Commvault Backup and Recovery		67%	11 REVIEWS
CATEGORY AVERAGE 77%				
--	SyncBackPro		88%	7 REVIEWS
--	Spin on Spinbackup for G Suite		88%	6 REVIEWS
--	Veeam Explorer for Microsoft Exchange		75%	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		65%
Highly Satisfies		22%
Almost Satisfies		13%
Disappoints	--	--

88 %
Usability and Intuitiveness

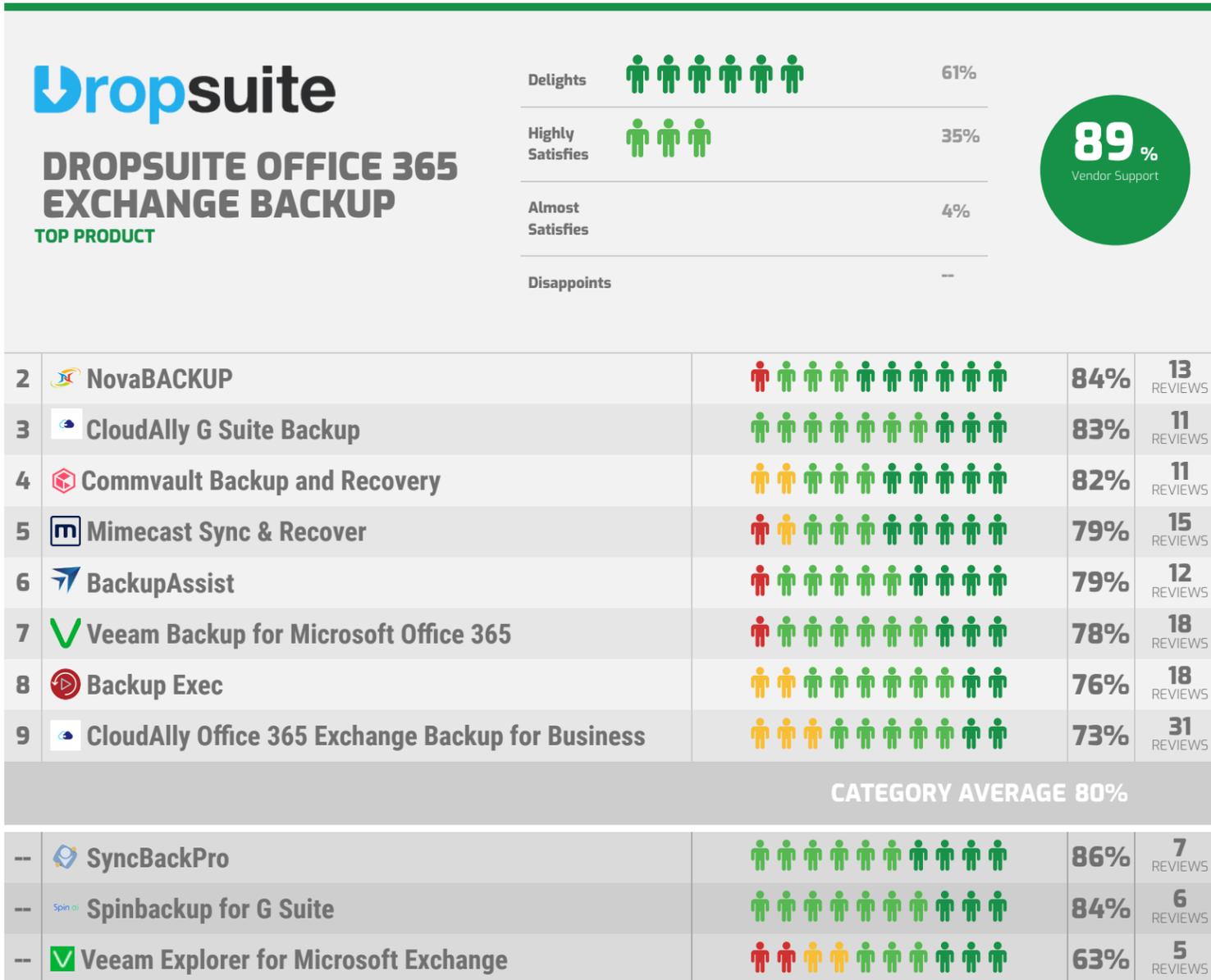
2	 CloudAlly G Suite Backup		86%	11 REVIEWS
3	 BackupAssist		84%	12 REVIEWS
4	 Backup Exec		82%	18 REVIEWS
5	 Commvault Backup and Recovery		79%	11 REVIEWS
6	 NovaBACKUP		79%	13 REVIEWS
7	 Mimecast Sync & Recover		78%	15 REVIEWS
8	 Veeam Backup for Microsoft Office 365		75%	18 REVIEWS
9	 CloudAlly Office 365 Exchange Backup for Business		74%	31 REVIEWS
CATEGORY AVERAGE 81%				
--	 SyncBackPro		89%	7 REVIEWS
--	 Spinbackup for G Suite		88%	6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		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.

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.

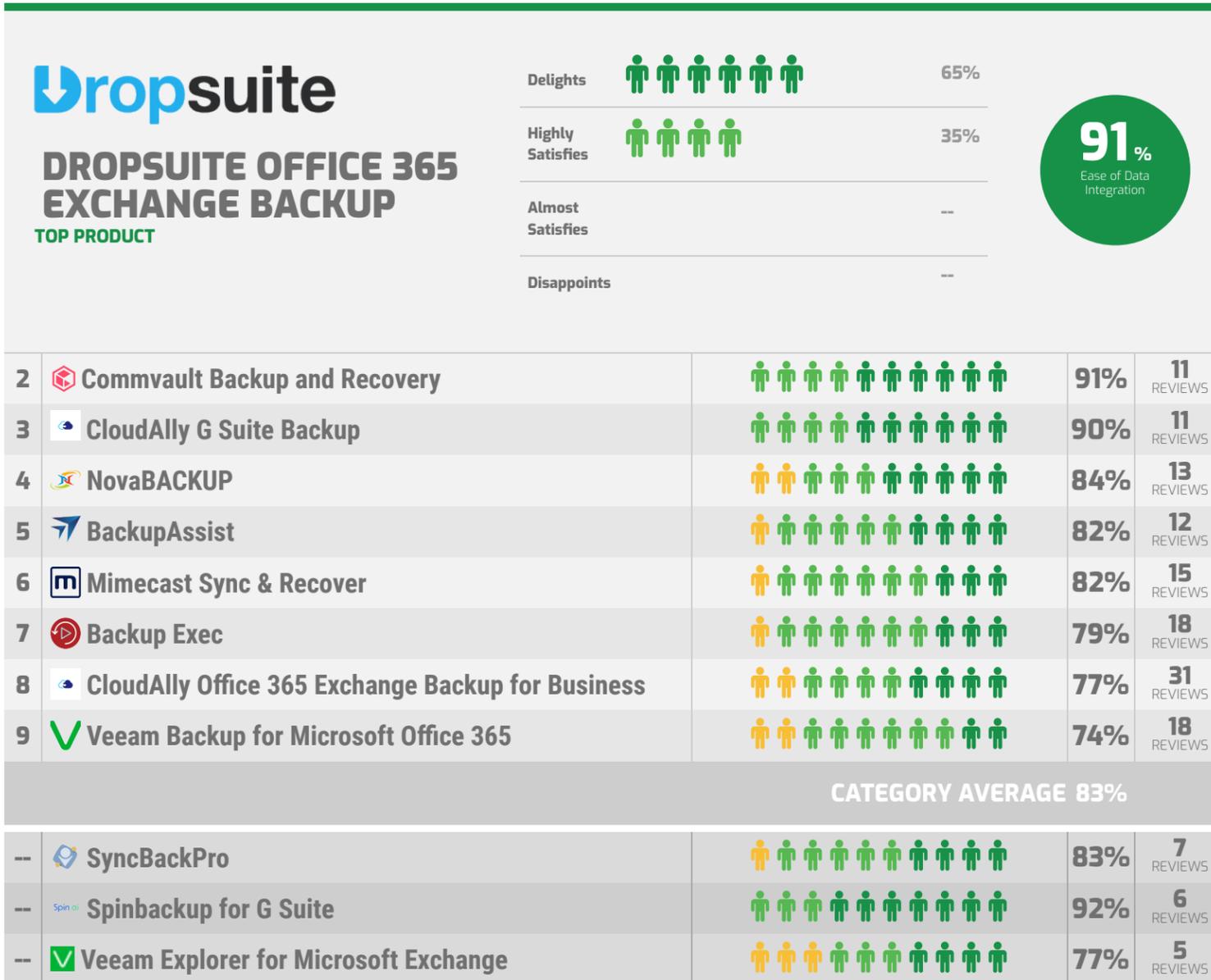


Vendor Capability Satisfaction

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.



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 IT 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.



CLOUDALLY G SUITE BACKUP
TOP PRODUCT

Delights		55%
Highly Satisfies		45%
Almost Satisfies	--	--
Disappoints	--	--

89%
Ease of IT Administration

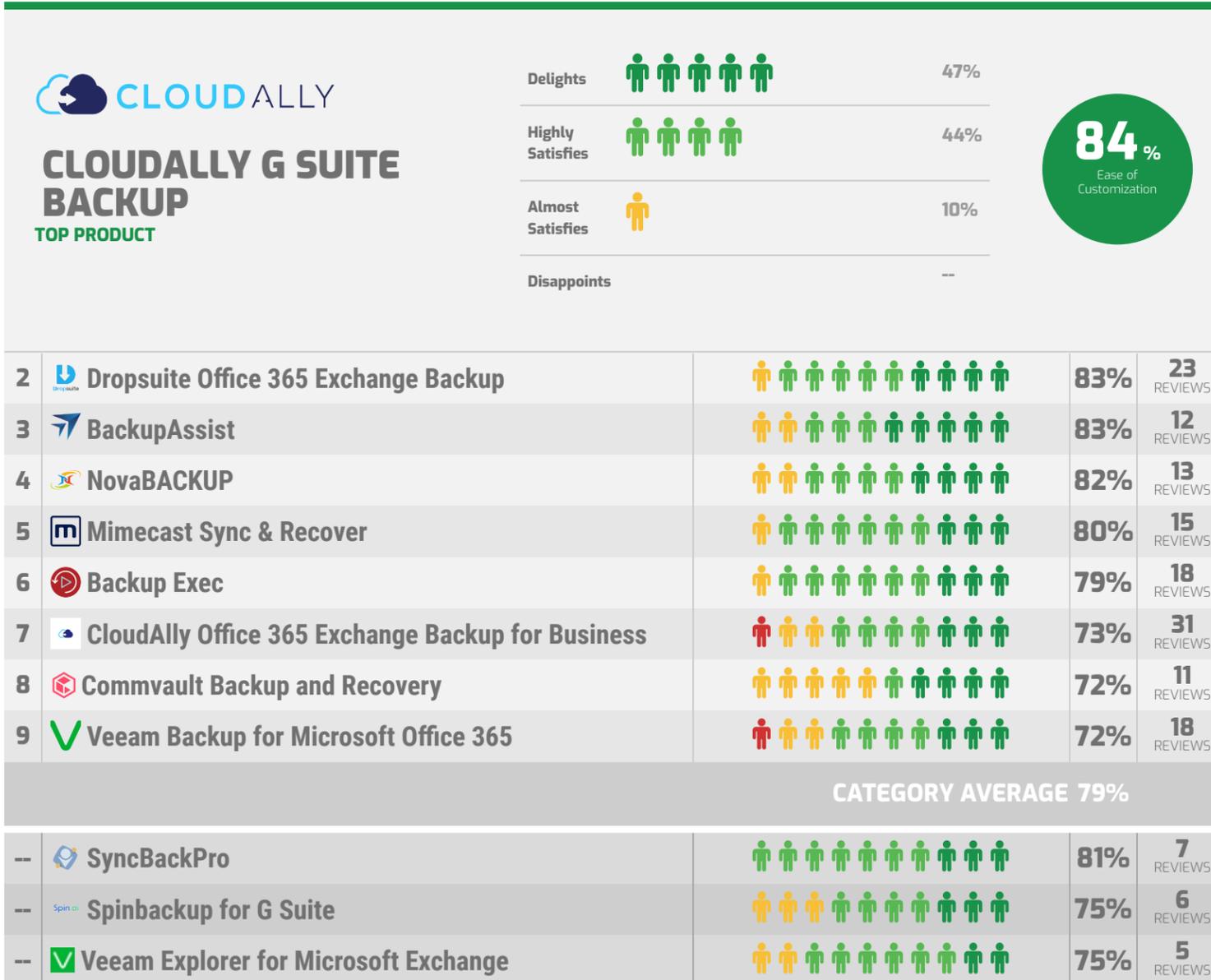
2	 Dropsuite Office 365 Exchange Backup		85%	23 REVIEWS
3	 BackupAssist		83%	12 REVIEWS
4	 Mimecast Sync & Recover		82%	15 REVIEWS
5	 Backup Exec		80%	18 REVIEWS
6	 NovaBACKUP		79%	13 REVIEWS
7	 CloudAlly Office 365 Exchange Backup for Business		78%	31 REVIEWS
8	 Veeam Backup for Microsoft Office 365		74%	18 REVIEWS
9	 Commvault Backup and Recovery		70%	11 REVIEWS
CATEGORY AVERAGE 80%				
--	 SyncBackPro		89%	7 REVIEWS
--	 Spinbackup for G Suite		92%	6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		79%	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 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.



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.

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.



DROPSUITE OFFICE 365 EXCHANGE BACKUP
TOP PRODUCT

Delights		45%
Highly Satisfies		50%
Almost Satisfies		4%
Disappoints		--

85%

Availability and Quality of Training

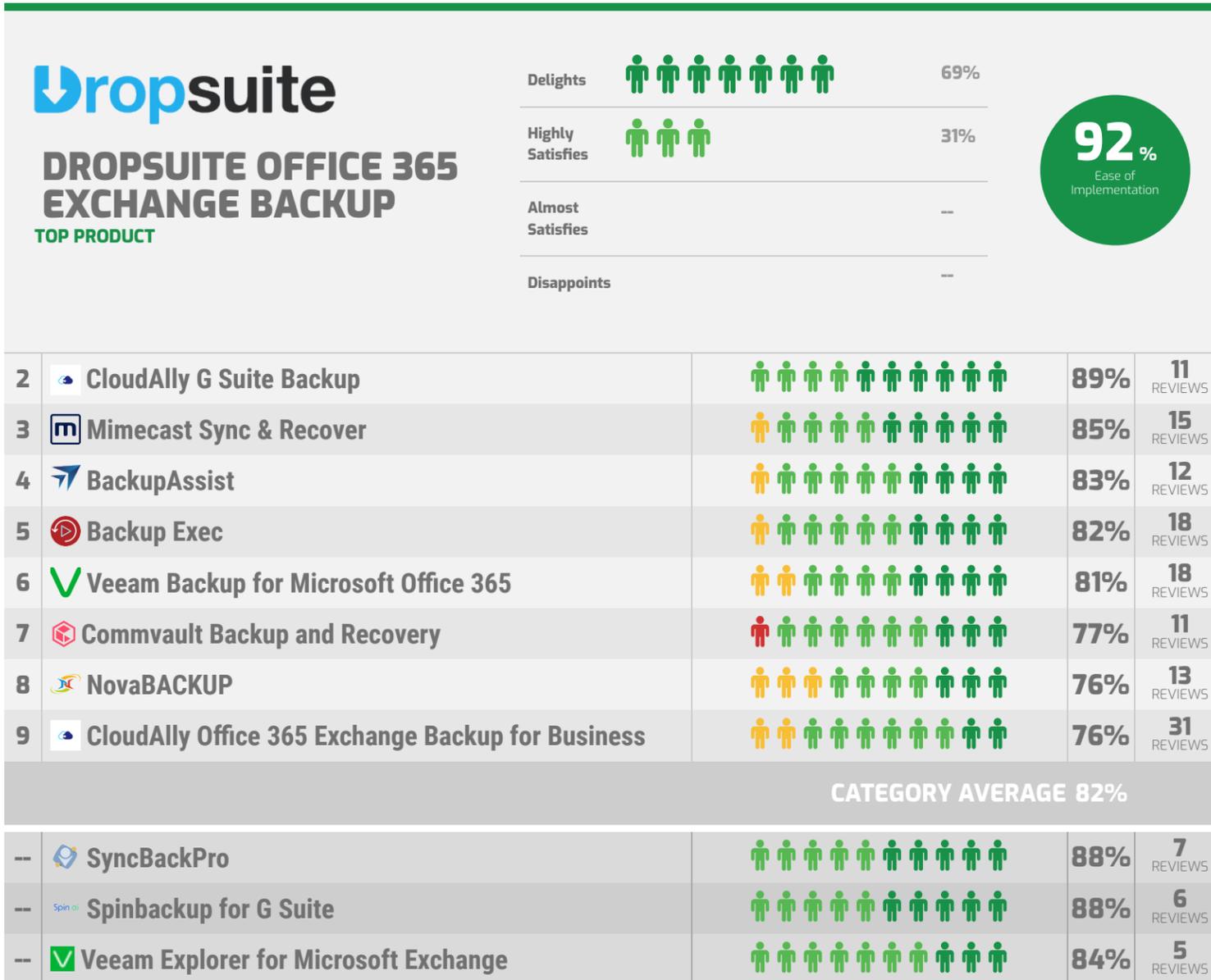
2	 CloudAlly G Suite Backup		82%	11 REVIEWS
3	 BackupAssist		81%	12 REVIEWS
4	 Backup Exec		81%	18 REVIEWS
5	 Commvault Backup and Recovery		79%	11 REVIEWS
6	 NovaBACKUP		78%	13 REVIEWS
7	 CloudAlly Office 365 Exchange Backup for Business		76%	31 REVIEWS
8	 Mimecast Sync & Recover		70%	15 REVIEWS
9	 Veeam Backup for Microsoft Office 365		70%	18 REVIEWS
CATEGORY AVERAGE 78%				
--	 SyncBackPro		86%	7 REVIEWS
--	 Spinbackup for G Suite		84%	6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		71%	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.



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.

VENDOR	OVERALL FEATURE SATISFACTION	GRANULAR RESTORE	MAILBOX BACKUP RESTORE	PERMISSIONS AWARENESS	SECURITY	SUPPORT FOR BACKUP TYPES
Dropsuite Office 365 Exchange Backup	90%	91%	92%	87%	90%	90%
CloudAlly G Suite Backup	87%	83%	95%	84%	86%	85%
Mimecast Sync & Recover	84%	82%	86%	81%	86%	83%
NovaBACKUP	82%	79%	86%	77%	84%	85%
BackupAssist	81%	80%	80%	81%	85%	77%
Backup Exec	80%	81%	78%	83%	78%	81%
CloudAlly Office 365 Exchange Backup for Business	77%	72%	77%	80%	75%	79%
Veeam Backup for Microsoft Office 365	76%	82%	73%	80%	78%	74%
Commvault Backup and Recovery	76%	67%	81%	74%	83%	77%
CATEGORY AVERAGE	81%	79%	82%	81%	82%	81%
VENDORS WITH INSUFFICIENT DATA						
Spinbackup for G Suite	88%	75%	88%	92%	92%	92%

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.

VENDOR	OVERALL FEATURE SATISFACTION	GRANULAR RESTORE	MAILBOX BACKUP RESTORE	PERMISSIONS AWARENESS	SECURITY	SUPPORT FOR BACKUP TYPES	
CATEGORY AVERAGE	81%	79%	82%	81%	82%	81%	

VENDORS WITH INSUFFICIENT DATA							
SyncBackPro	86%	86%	80%	78%	89%	95%	
Veeam Explorer for Microsoft Exchange	79%	77%	86%	80%	85%	70%	

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.

VENDOR	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	90%	89%	92%	86%	88%	84%	90%
CloudAlly G Suite Backup	87%	90%	83%	89%	94%	79%	88%
Mimecast Sync & Recover	84%	84%	76%	86%	77%	78%	79%
NovaBACKUP	82%	79%	77%	82%	73%	82%	72%
BackupAssist	81%	79%	85%	92%	85%	79%	84%
Backup Exec	80%	81%	83%	83%	86%	83%	74%
CloudAlly Office 365 Exchange Backup for Business	77%	80%	81%	74%	73%	75%	78%
Veeam Backup for Microsoft Office 365	76%	73%	84%	74%	81%	78%	74%
Commvault Backup and Recovery	76%	80%	86%	84%	76%	73%	76%
CATEGORY AVERAGE	81%	81%	83%	82%	80%	79%	78%
VENDORS WITH INSUFFICIENT DATA							
Spinbackup for G Suite	88%	88%	85%	79%	75%	84%	88%

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.

VENDOR	OVERALL FEATURE SATISFACTION	BACKUP ARCHIVING	COMPLIANCE	FULL SYSTEM BACKUP RESTORE	INFORMATION STORE BACKUP RESTORE	MEDIA SUPPORT	TRANSACTION LOG BACKUP RESTORE
CATEGORY AVERAGE	81%	81%	83%	82%	80%	79%	78%

VENDORS WITH INSUFFICIENT DATA	OVERALL FEATURE SATISFACTION	BACKUP ARCHIVING	COMPLIANCE	FULL SYSTEM BACKUP RESTORE	INFORMATION STORE BACKUP RESTORE	MEDIA SUPPORT	TRANSACTION LOG BACKUP RESTORE
SyncBackPro	86%	88%	87%	97%	94%	84%	85%
Veeam Explorer for Microsoft Exchange	79%	88%	81%	94%	75%	81%	81%

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 Solutions 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.

Permissions Awareness

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

Security

The software provides appropriate data and access security for the message store, individual mailboxes and messages.

Support for Backup Types

Support for Full, Incremental (change since last incremental backup) & Differential (change since last full backup) backup types.

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.

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, Cloud, optical drives, and tape etc.

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			
DROPSUITE OFFICE 365 EXCHANGE BACKUP TOP PRODUCT		Delights  64%	91% Granular Restore
Highly Satisfies  36%		Almost Satisfies --	
Disappoints --			
2	 CloudAlly G Suite Backup		83% 11 REVIEWS
3	 Mimecast Sync & Recover		82% 15 REVIEWS
4	 Veeam Backup for Microsoft Office 365		82% 18 REVIEWS
5	 Backup Exec		81% 18 REVIEWS
6	 BackupAssist		80% 12 REVIEWS
7	 NovaBACKUP		79% 13 REVIEWS
8	 CloudAlly Office 365 Exchange Backup for Business		72% 31 REVIEWS
9	 Commvault Backup and Recovery		67% 11 REVIEWS
CATEGORY AVERAGE 79%			
--	 SyncBackPro		86% 7 REVIEWS
--	 Spinbackup for G Suite		75% 6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		77% 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.

 CLOUDALLY G SUITE BACKUP <small>TOP PRODUCT</small>		Delights	81%	
		Highly Satisfies	19%	
		Almost Satisfies	--	
		Disappoints	--	
2	Dropsuite Office 365 Exchange Backup		92%	23 REVIEWS
3	NovaBACKUP		86%	13 REVIEWS
4	Mimecast Sync & Recover		86%	15 REVIEWS
5	Commvault Backup and Recovery		81%	11 REVIEWS
6	BackupAssist		80%	12 REVIEWS
7	Backup Exec		78%	18 REVIEWS
8	CloudAlly Office 365 Exchange Backup for Business		77%	31 REVIEWS
9	Veeam Backup for Microsoft Office 365		73%	18 REVIEWS
CATEGORY AVERAGE 82%				
--	SyncBackPro		80%	7 REVIEWS
--	Spinbackup for G Suite		88%	6 REVIEWS
--	Veeam Explorer for Microsoft Exchange		86%	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.

Dropsuite			
DROPSUITE OFFICE 365 EXCHANGE BACKUP TOP PRODUCT		Delights  55%	87% Permissions Awareness
		Highly Satisfies  40%	
		Almost Satisfies  5%	
		Disappoints --	
2	 CloudAlly G Suite Backup		84% 11 REVIEWS
3	 Backup Exec		83% 18 REVIEWS
4	 Mimecast Sync & Recover		81% 15 REVIEWS
5	 BackupAssist		81% 12 REVIEWS
6	 CloudAlly Office 365 Exchange Backup for Business		80% 31 REVIEWS
7	 Veeam Backup for Microsoft Office 365		80% 18 REVIEWS
8	 NovaBACKUP		77% 13 REVIEWS
9	 Commvault Backup and Recovery		74% 11 REVIEWS
CATEGORY AVERAGE 81%			
--	 SyncBackPro		78% 7 REVIEWS
--	 Spinbackup for G Suite		92% 6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		80% 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

The software provides appropriate data and access security for the message store, individual mailboxes and messages.

			
DROPSUITE OFFICE 365 EXCHANGE BACKUP <small>TOP PRODUCT</small>		Delights  61%	
		Highly Satisfies  39%	
		Almost Satisfies --	
		Disappoints --	
2	 Mimecast Sync & Recover		86% 15 REVIEWS
3	 CloudAlly G Suite Backup		86% 11 REVIEWS
4	 BackupAssist		85% 12 REVIEWS
5	 NovaBACKUP		84% 13 REVIEWS
6	 Commvault Backup and Recovery		83% 11 REVIEWS
7	 Veeam Backup for Microsoft Office 365		78% 18 REVIEWS
8	 Backup Exec		78% 18 REVIEWS
9	 CloudAlly Office 365 Exchange Backup for Business		75% 31 REVIEWS
CATEGORY AVERAGE 82%			
--	 SyncBackPro		89% 7 REVIEWS
--	 Spinbackup for G Suite		92% 6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		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.

Support for Backup Types

Mandatory Feature

Support for Full, Incremental (change since last incremental backup) & Differential (change since last full backup) backup types.

			
DROPSUITE OFFICE 365 EXCHANGE BACKUP <small>TOP PRODUCT</small>		Delights  60%	
		Highly Satisfies  40%	
		Almost Satisfies --	
		Disappoints --	
2	 CloudAlly G Suite Backup		85% 11 REVIEWS
3	 NovaBACKUP		85% 13 REVIEWS
4	 Mimecast Sync & Recover		83% 15 REVIEWS
5	 Backup Exec		81% 18 REVIEWS
6	 CloudAlly Office 365 Exchange Backup for Business		79% 31 REVIEWS
7	 Commvault Backup and Recovery		77% 11 REVIEWS
8	 BackupAssist		77% 12 REVIEWS
9	 Veeam Backup for Microsoft Office 365		74% 18 REVIEWS
CATEGORY AVERAGE 81%			
--	 SyncBackPro		95% 7 REVIEWS
--	 Spinbackup for G Suite		92% 6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		70% 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.

Backup Archiving

Standard Feature

Ability to conduct archive backups for long-term storage.



**CLOUDALLY G SUITE
BACKUP**
TOP PRODUCT

Delights		65%
Highly Satisfies		28%
Almost Satisfies		7%
Disappoints		--

90%

Backup Archiving

2	 Dropsuite Office 365 Exchange Backup		89%	23 REVIEWS
3	 Mimecast Sync & Recover		84%	15 REVIEWS
4	 Backup Exec		81%	18 REVIEWS
5	 CloudAlly Office 365 Exchange Backup for Business		80%	31 REVIEWS
6	 Commvault Backup and Recovery		80%	11 REVIEWS
7	 BackupAssist		79%	12 REVIEWS
8	 NovaBACKUP		79%	13 REVIEWS
9	 Veeam Backup for Microsoft Office 365		73%	18 REVIEWS

CATEGORY AVERAGE 81%

--	 SyncBackPro		88%	7 REVIEWS
--	 Spinbackup for G Suite		88%	6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		88%	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 <small>TOP PRODUCT</small>		Delights  68%	
		Highly Satisfies  32%	
		Almost Satisfies --	
		Disappoints --	
2	 Commvault Backup and Recovery		86% 11 REVIEWS
3	 BackupAssist		85% 12 REVIEWS
4	 Veeam Backup for Microsoft Office 365		84% 18 REVIEWS
5	 CloudAlly G Suite Backup		83% 11 REVIEWS
6	 Backup Exec		83% 18 REVIEWS
7	 CloudAlly Office 365 Exchange Backup for Business		81% 31 REVIEWS
8	 NovaBACKUP		77% 13 REVIEWS
9	 Mimecast Sync & Recover		76% 15 REVIEWS
CATEGORY AVERAGE 83%			
--	 SyncBackPro		87% 7 REVIEWS
--	 Spinbackup for G Suite		85% 6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		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.

Full System Backup Restore

Standard Feature

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



BACKUPASSIST
TOP PRODUCT

Delights		73%
Highly Satisfies		20%
Almost Satisfies		7%
Disappoints		--

92%
Full System Backup Restore

2	 CloudAlly G Suite Backup		89%	11 REVIEWS
3	 Mimecast Sync & Recover		86%	15 REVIEWS
4	 Dropsuite Office 365 Exchange Backup		86%	23 REVIEWS
5	 Commvault Backup and Recovery		84%	11 REVIEWS
6	 Backup Exec		83%	18 REVIEWS
7	 NovaBACKUP		82%	13 REVIEWS
8	 Veeam Backup for Microsoft Office 365		74%	18 REVIEWS
9	 CloudAlly Office 365 Exchange Backup for Business		74%	31 REVIEWS

CATEGORY AVERAGE 82%

--	 SyncBackPro		97%	7 REVIEWS
--	 Spinbackup for G Suite		79%	6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		94%	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.

 <p>CLOUDALLY G SUITE BACKUP TOP PRODUCT</p>		<p>Delights  74%</p> <p>Highly Satisfies  26%</p> <p>Almost Satisfies --</p> <p>Disappoints --</p>	<div style="border: 2px solid green; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p style="font-size: 24px; font-weight: bold; color: white;">94%</p> <p style="font-size: 8px; color: white;">Information Store Backup Restore</p> </div> </div>
2	 Dropsuite Office 365 Exchange Backup		88% 23 REVIEWS
3	 Backup Exec		86% 18 REVIEWS
4	 BackupAssist		85% 12 REVIEWS
5	 Veeam Backup for Microsoft Office 365		81% 18 REVIEWS
6	 Mimecast Sync & Recover		77% 15 REVIEWS
7	 Commvault Backup and Recovery		76% 11 REVIEWS
8	 NovaBACKUP		73% 13 REVIEWS
9	 CloudAlly Office 365 Exchange Backup for Business		73% 31 REVIEWS
CATEGORY AVERAGE 80%			
--	 SyncBackPro		94% 7 REVIEWS
--	 Spinbackup for G Suite		75% 6 REVIEWS
--	 Veeam Explorer for Microsoft Exchange		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.

Media Support

Standard Feature

Support for backup to various backup media formats, including disk, Cloud, optical drives, and tape etc.

Dropsuite		Delights		Highly Satisfies		Almost Satisfies		Disappoints		84% Media Support
		43%		50%		7%		--		
DROPSUITE OFFICE 365 EXCHANGE BACKUP TOP PRODUCT										
2	Backup Exec	83%		18 REVIEWS						
3	NovaBACKUP	82%		13 REVIEWS						
4	CloudAlly G Suite Backup	79%		11 REVIEWS						
5	BackupAssist	79%		12 REVIEWS						
6	Mimecast Sync & Recover	78%		15 REVIEWS						
7	Veeam Backup for Microsoft Office 365	78%		18 REVIEWS						
8	CloudAlly Office 365 Exchange Backup for Business	75%		31 REVIEWS						
9	Commvault Backup and Recovery	73%		11 REVIEWS						
CATEGORY AVERAGE 79%										
--	SyncBackPro	84%		7 REVIEWS						
--	Spinbackup for G Suite	84%		6 REVIEWS						
--	Veeam Explorer for Microsoft Exchange	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.

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.

