INFO~TECH
RESEARCH GROUP

PRODUCT SCORECARD

Dropsuite Office 365 Exchange Backup

Email Backup Solutions

Improving and Accelerating Enterprise Software Evaluation and Selection

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https://dropsuite.com/

https://www.linkedin.com/company/dropsuite/

23
Reviews

INFO~TECH RESEARCH GROUP

Dropsuite Office 365 Exchange Backup
Product Scorecard Contents

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How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

NUMBER OF REVIEWS
23

Dropsuite

Dropsuite Office 365 Exchange

EMAIL BACKUP SOLUTIONS

Exchange Online Backup by Dropsuite is a cloud-based backup solution with military grade encryption designed to safely protect business digital assets. You can feel assured your email is safe and secure from the many risks that threaten businesses every day by using Dropsuite.

https://dropsuite.com/

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,
Singapore

The composite satisfaction score (Composite Score) is an average of 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).

Software Reviews GOLD MEDAL 2021

9.3/10 COMPOSITE SCORE

Likeliness to Recommend

Promoters	100%
Passives	0%
Detractors	0%

RANK OUT OF 9
1st

LIKELINESS TO RECOMMEND
97%

EMAIL BACKUP SOLUTIONS CATEGORY

Plan to Renew

Definitely	100%
Probably	0%
Probably Not	0%
Definitely Not	0%

RANK OUT OF 9
1st

PLAN TO RENEW
100%

EMAIL BACKUP SOLUTIONS CATEGORY

Satisfaction that Cost is Fair Relative to Value

Delighted	52%
Highly Satisfied	43%
Almost Satisfied	5%
Disappointed	0%

RANK OUT OF 9
2nd

SATISFACTION
87%

EMAIL BACKUP SOLUTIONS CATEGORY

Vendor Capability Satisfaction

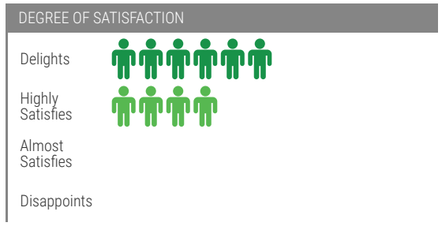
When making the right purchasing decision, use peer satisfaction ratings to decipher Dropsuite Office 365 Exchange Backup's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Dropsuite Office 365 Exchange Backup capabilities?

Product Strategy and Rate of Improvement

63%
OF CLIENTS ARE DELIGHTED

The ability to adapt to market change.
Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.



Ranked **1st** *of 9 in Email Backup Solutions*

90% SATISFACTION
77% CATEGORY AVERAGE

Availability and Quality of Training

45%
OF CLIENTS ARE DELIGHTED

Quality training allows employees to take full advantage of the software.
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.

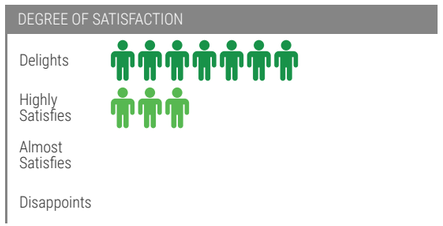
Ranked **1st** *of 9 in Email Backup Solutions*

85% SATISFACTION
78% CATEGORY AVERAGE

Ease of Implementation

69%
OF CLIENTS ARE DELIGHTED

The ability to implement the solution without unnecessary disruption.
Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.



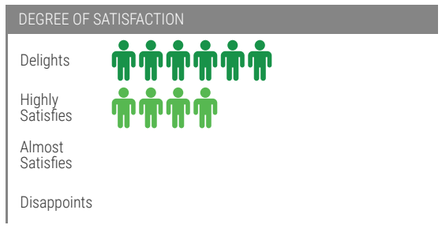
Ranked **1st** *of 9 in Email Backup Solutions*

92% SATISFACTION
82% CATEGORY AVERAGE

Vendor Support

61%
OF CLIENTS ARE DELIGHTED

The ability to receive timely and sufficient 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.



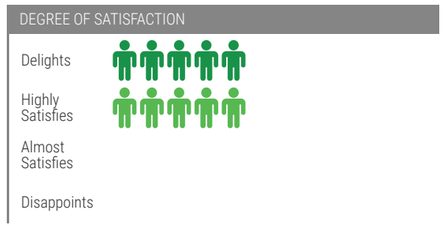
Ranked **1st** *of 9 in Email Backup Solutions*

89% SATISFACTION
80% CATEGORY AVERAGE

Quality of Features

48%
OF CLIENTS ARE DELIGHTED

The ability to perform at or above industry standards.
Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.



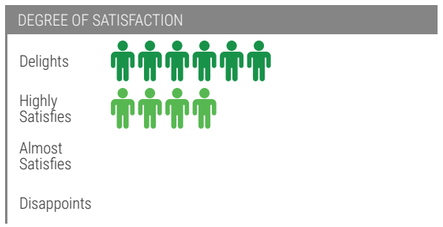
Ranked **2nd** *of 9 in Email Backup Solutions*

87% SATISFACTION
81% CATEGORY AVERAGE

Business Value Created

65%
OF CLIENTS ARE DELIGHTED

The ability to bring value to the organization.
Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.



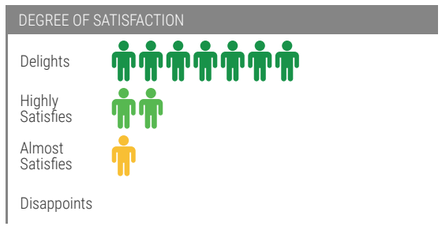
Ranked **1st** *of 9 in Email Backup Solutions*

91% SATISFACTION
82% CATEGORY AVERAGE

Usability and Intuitiveness

65%
OF CLIENTS ARE DELIGHTED

The ability to reduce training due to intuitive design.
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.



Ranked **1st** *of 9 in Email Backup Solutions*

88% SATISFACTION
81% CATEGORY AVERAGE

Ease of IT Administration

47%
OF CLIENTS ARE DELIGHTED

Ease of use of the backend user interface.
This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.

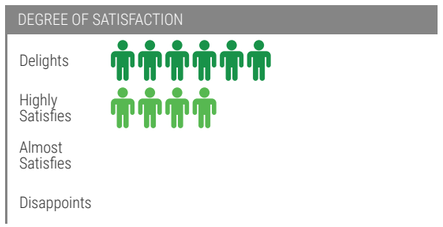
Ranked **2nd** *of 9 in Email Backup Solutions*

85% SATISFACTION
80% CATEGORY AVERAGE

Ease of Data Integration

65%
OF CLIENTS ARE DELIGHTED

The ability to seamlessly integrate data.
Use this data to determine whether the product will cause headaches or make data integration easy.



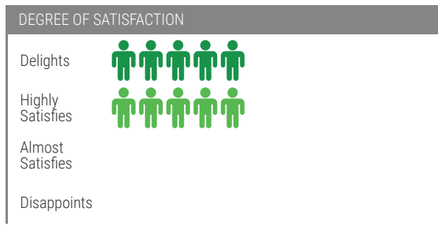
Ranked **1st** *of 9 in Email Backup Solutions*

91% SATISFACTION
83% CATEGORY AVERAGE

Breadth of Features

52%
OF CLIENTS ARE DELIGHTED

The ability to perform a wide variety of tasks.
Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.



Ranked **1st** *of 9 in Email Backup Solutions*

88% SATISFACTION
78% CATEGORY AVERAGE

Ease of Customization

41%
OF CLIENTS ARE DELIGHTED

The ability to scale the solution to a business' unique needs.
Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.

Ranked **2nd** *of 9 in Email Backup Solutions*

83% SATISFACTION
79% CATEGORY AVERAGE

Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Email Backup Solutions market.

How satisfied are you with the following Dropsuite Office 365 Exchange Backup features and functionalities?

EMAIL BACKUP SOLUTIONS

MANDATORY FEATURES

Granular Restore

64% OF CLIENTS ARE DELIGHTED

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

Ranked **1st** *of 9 in Email Backup Solutions*

91% SATISFACTION
80% CATEGORY AVERAGE

Permissions Awareness

55% OF CLIENTS ARE DELIGHTED

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

Ranked **1st** *of 9 in Email Backup Solutions*

87% SATISFACTION
81% CATEGORY AVERAGE

Media Support

43% OF CLIENTS ARE DELIGHTED

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

Ranked **1st** *of 9 in Email Backup Solutions*

84% SATISFACTION
79% CATEGORY AVERAGE

Mailbox Backup Restore

69% OF CLIENTS ARE DELIGHTED

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

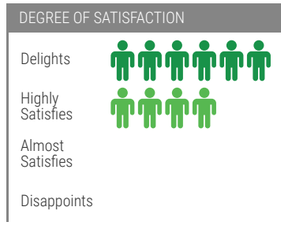
Ranked **2nd** *of 9 in Email Backup Solutions*

92% SATISFACTION
83% CATEGORY AVERAGE

Backup Archiving

60% OF CLIENTS ARE DELIGHTED

Ability to conduct archive backups for long-term storage.



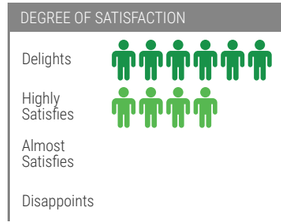
Ranked **2nd** *of 9 in Email Backup Solutions*

89% SATISFACTION
82% CATEGORY AVERAGE

Security

61% OF CLIENTS ARE DELIGHTED

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



Ranked **1st** *of 9 in Email Backup Solutions*

90% SATISFACTION
83% CATEGORY AVERAGE

SECONDARY FEATURES

Compliance

68% OF CLIENTS ARE DELIGHTED

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

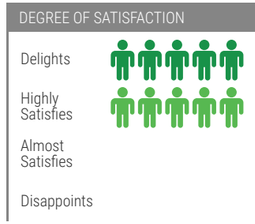
Ranked **1st** *of 9 in Email Backup Solutions*

92% SATISFACTION
83% CATEGORY AVERAGE

Information Store Backup Restore

53% OF CLIENTS ARE DELIGHTED

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



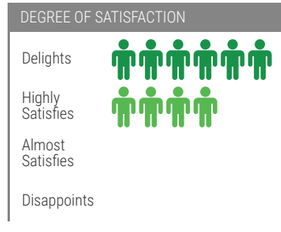
Ranked **2nd** *of 9 in Email Backup Solutions*

88% SATISFACTION
81% CATEGORY AVERAGE

Support for Backup Types

60% OF CLIENTS ARE DELIGHTED

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



Ranked **1st** *of 9 in Email Backup Solutions*

90% SATISFACTION
81% CATEGORY AVERAGE

Transaction Log Backup Restore

66% OF CLIENTS ARE DELIGHTED

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.

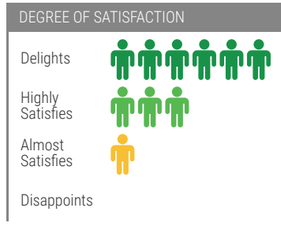
Ranked **1st** *of 9 in Email Backup Solutions*

90% SATISFACTION
79% CATEGORY AVERAGE

Full System Backup Restore

55% OF CLIENTS ARE DELIGHTED

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



Ranked **4th** *of 9 in Email Backup Solutions*

86% SATISFACTION
83% CATEGORY AVERAGE

DROPSUITE OFFICE 365 EXCHANGE BACKUP

Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

WORD SIZE is driven by the strength of the sentiment.

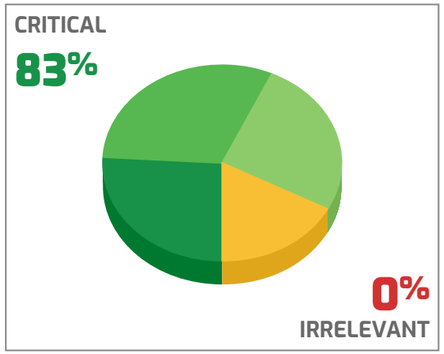
Weak — **Strong**

WORD COLOUR is driven by the number of reviews that share the sentiment.

DROPSUITE OFFICE 365 EXCHANGE
Emotional Footprint

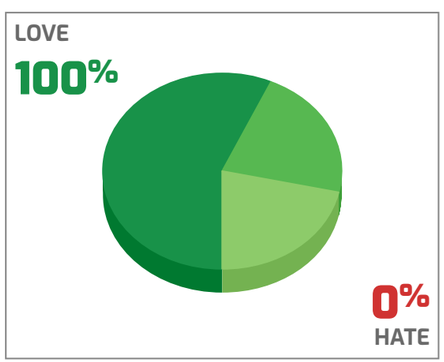
Importance to Professional Success

How important is Dropsuite Office 365 Exchange to your current professional success?



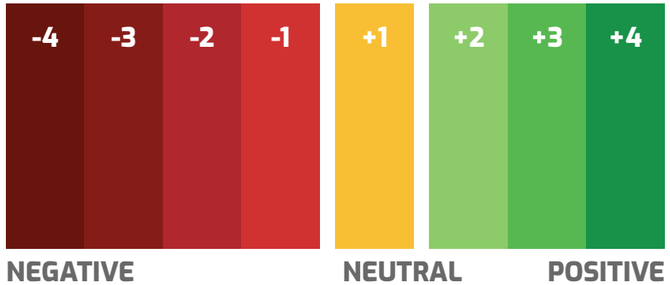
Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Dropsuite Office 365 Exchange



B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE



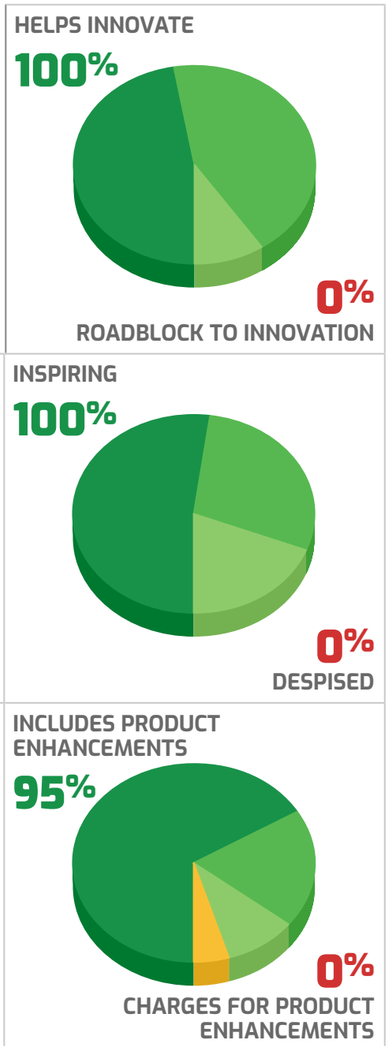
% POSITIVE **-** **%** NEGATIVE **=** NET EMOTIONAL FOOTPRINT

NET EMOTIONAL FOOTPRINT **+97**

Strategy and Innovation

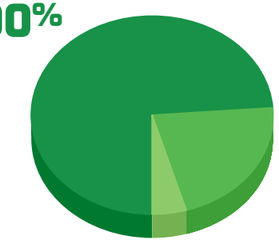
A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

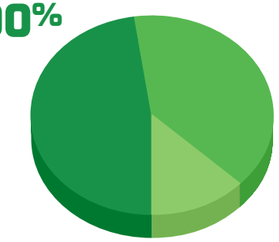
As a customer, please share your feelings across Dropsuite Office 365 Exchange's Strategy and Innovation

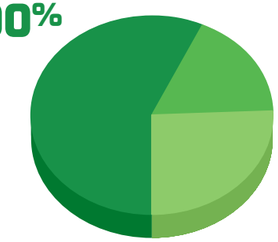


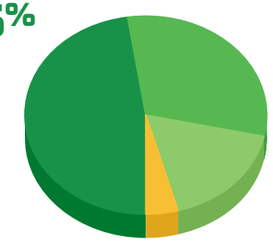
Service Experience

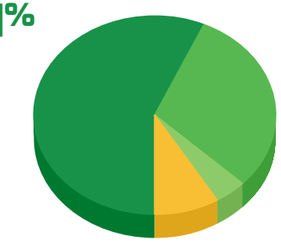
As a customer, please share your feelings across Dropsuite Office 365 Exchange Service Experience

RESPECTFUL
100%

0%
DISRESPECTFUL

EFFICIENT
100%

0%
BUREAUCRATIC

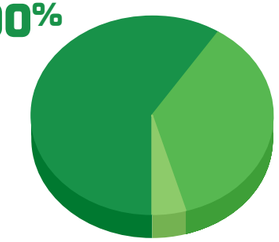
SAVES TIME
100%

0%
WASTES TIME

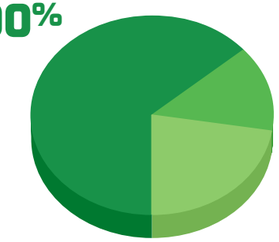
CARING
96%

0%
NEGLECTFUL

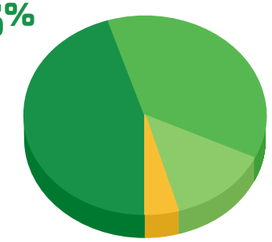
EFFECTIVE
91%

0%
FRUSTRATING

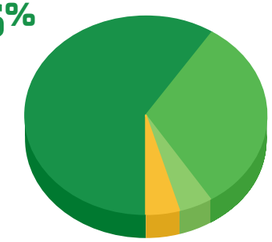
Product Experience

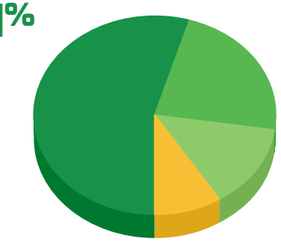
As a customer, please share your feelings across Dropsuite Office 365 Exchange's Product Experience

RELIABLE
100%

0%
UNRELIABLE

ENABLES PRODUCTIVITY
100%

0%
RESTRICTS PRODUCTIVITY

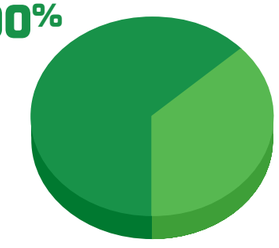
PERFORMANCE ENHANCING
96%

0%
PERFORMANCE RESTRICTING

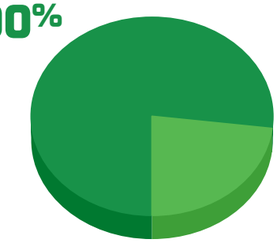
SECURITY PROTECTS
96%

0%
SECURITY FRUSTRATES

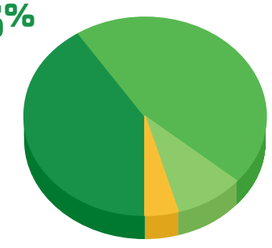
UNIQUE FEATURES
91%

0%
COMMODITY FEATURES

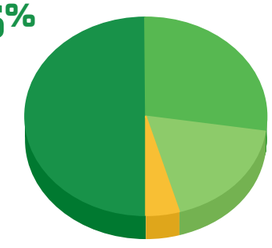
Negotiation and Contract Experience

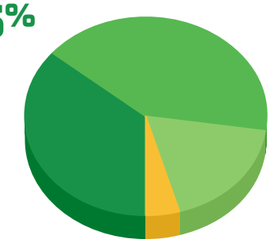
As a customer, please share your feelings across Dropsuite Office 365 Exchange's Negotiation and Contract

TRANSPARENT
100%

0%
DECEPTIVE

FRIENDLY NEGOTIATION
100%

0%
HARDBALL TACTICS

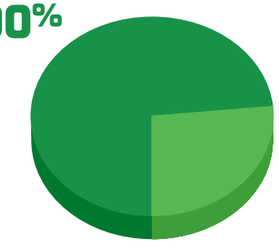
GENEROSITY
96%

0%
GREED

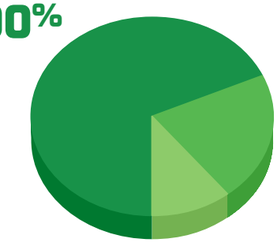
CLIENT'S INTEREST FIRST
96%

0%
VENDOR'S INTEREST FIRST

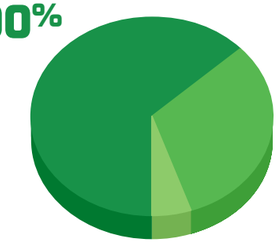
OVER DELIVERED
95%

0%
OVER PROMISED

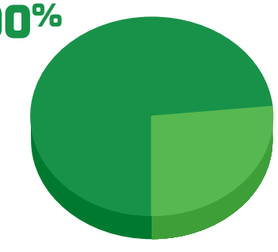
Problem Resolution Experience

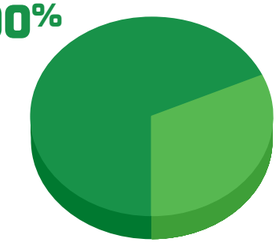
As a customer, please share your feelings across Dropsuite Office 365 Exchange's Product Impact

INTEGRITY
100%

0%
LACK OF INTEGRITY

CLIENT FRIENDLY POLICIES
100%

0%
VENDOR FRIENDLY POLICIES

ALTRUISTIC
100%

0%
SELFISH

TRUSTWORTHY
100%

0%
BIG FAT LIARS

FAIR
100%

0%
UNFAIR

Relationships and Interaction

When interacting with Dropsuite Office 365 Exchange Backup your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with Dropsuite Office 365 Exchange Backup, please summarize what you experienced

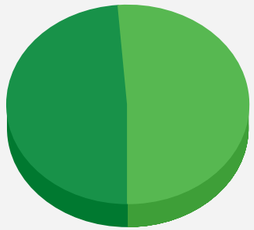
100% POSITIVE SENTIMENTS

0% NEGATIVE SENTIMENTS

NET RELATIONSHIP FOOTPRINT **+100**

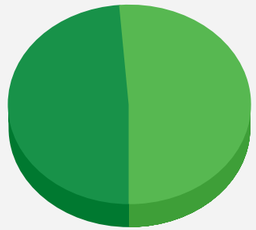
Sales Team

EFFECTIVE / KNOWLEDGEABLE
100%



0% INEFFECTIVE / UNHELPFUL

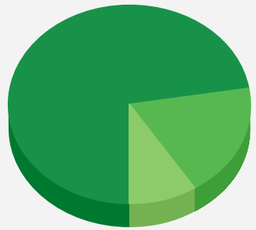
FRIENDLY / CARING
100%



0% INDIFFERENT / UNPLEASANT

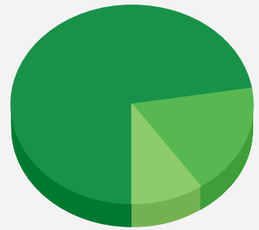
Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE
100%



0% INEFFECTIVE / UNHELPFUL

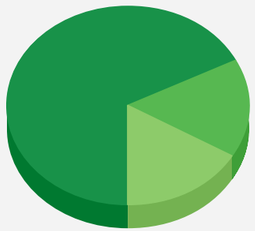
FRIENDLY / CARING
100%



0% INDIFFERENT / UNPLEASANT

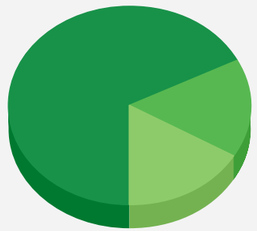
Client Service Team

EFFECTIVE / KNOWLEDGEABLE
100%



0% INEFFECTIVE / UNHELPFUL

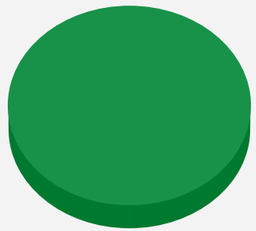
FRIENDLY / CARING
100%



0% INDIFFERENT / UNPLEASANT

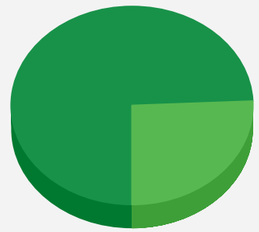
Leadership Team

EFFECTIVE / KNOWLEDGEABLE
100%



0% INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING
100%



0% INDIFFERENT / UNPLEASANT

Joining Dropsuite Office 365 Exchange Backup

See why clients left which previous vendors for Dropsuite Office 365 Exchange Backup and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.

3 PEOPLE HAVE LEFT

PRIMARY REASON FOR LEAVING

66% MORE SATISFIED WITH

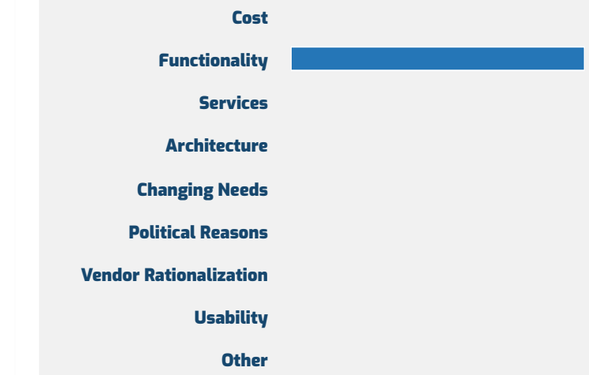
2 PEOPLE HAVE LEFT

PRIMARY REASON FOR LEAVING

95% MORE SATISFIED WITH

2 PEOPLE HAVE LEFT

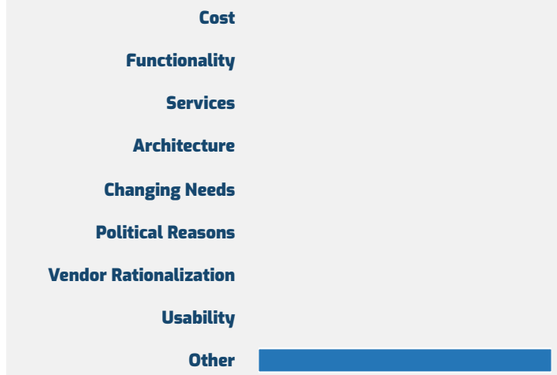
PRIMARY REASON FOR LEAVING



90% MORE SATISFIED WITH

1 PERSON HAS LEFT

PRIMARY REASON FOR LEAVING



30% MORE SATISFIED WITH

Dropsuite

8 people are 75% more satisfied with Dropsuite Office 365 Exchange Backup over their previous vendor on average

What Discounts are Available?

Every company provides discounts, but pricing flexibility changes per vendor.

Have you been able to negotiate a discount or price reduction?

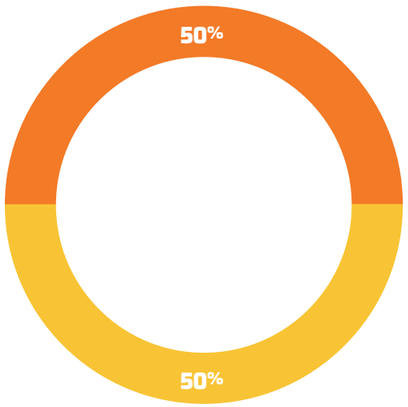
19%

OF ORGANIZATIONS HAVE RECEIVED DISCOUNTS AT INITIAL PURCHASE OR AT RENEWAL

Primary Reason For Discount

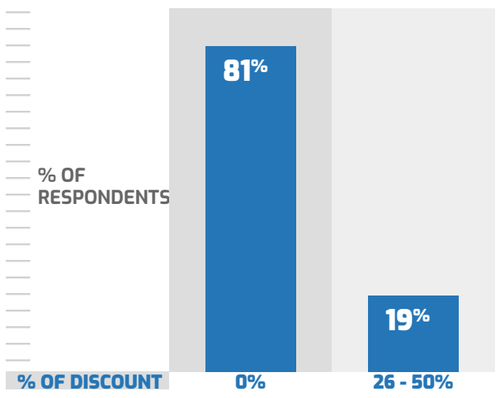
Reasons for discounts vary. Analyze the most popular types of discounts provided from Dropsuite Office 365 Exchange Backup.

Please select the primary reason for the discount or price reduction.



Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?



What are Clients of Dropsuite Office 365 Exchange Backup Planning to Spend Next Year?

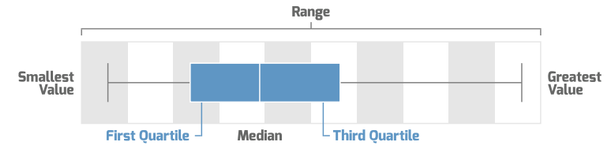
Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↑ 1%	COST PER LICENSE 0%	COST PER LICENSE ↓ 16%
# OF LICENSES ↑ 61%	# OF LICENSES ↑ 38%	# OF LICENSES ↑ 49%
ADD-ON COSTS ↑ 2%	ADD-ON COSTS 0%	ADD-ON COSTS ↑ 19%

Implementation vs Satisfaction

See how popular different types of implementation can influence satisfaction with Dropsuite Office 365 Exchange Backup, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.



IMPLEMENTATION TYPE % of respondents	IMPLEMENTATION SATISFACTION	AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
With a Third Party — 5%	100%	0.0	1 2 3 4 5 6 7 8 9 10	--	
Minimal Implementation Required — 32%	96%	1.0	0.4 0.8 1.2 1.6 2 2.4 2.8 3.2 3.6	$300	100 150 200 250 300 350 400 450 500 550
With the Vendor — 52%	95%	4.1	2.5 5 7.5 10 12.5 15 17.5 20 22.5 25	$4,851	5k 10k 15k 20k 25k 30k 35k 40k 45k
Independent Implementation — 11%	75%	3.0	1 1.5 2 2.5 3 3.5 4 4.5 5 5.5	--	

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

79%

of Companies Spent Zero Dollars on Training

NO TRAINING

Average Likeliness to Recommend

100%

Organizations Experience a **0%** Change in Likeliness to Recommend When They Spend an Average of

$144,137 ON TRAINING

Average Likeliness to Recommend

100%

Organizations Experience a -- Change in Likeliness to Recommend When They Spend an Average of

-- ON TRAINING

Average Likeliness to Recommend

--

Staffing and Ownership

Be prepared. Ensure you staff the maintenance of Dropsuite Office 365 Exchange Backup correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.

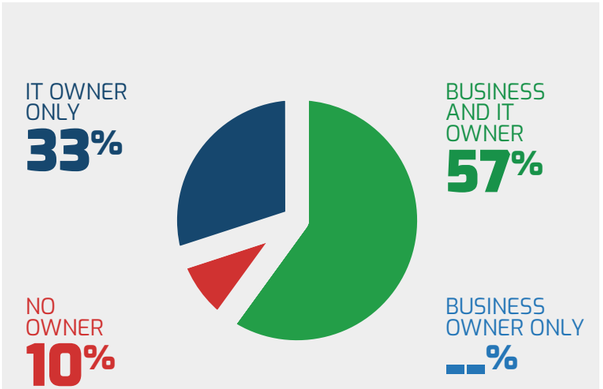
NUMBER OF IT SUPPORT STAFF REQUIRED	LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF 20%	0% WITH ~210 MORE STAFF	↑ 10% WITH ~210 MORE STAFF	↓ 26% WITH ~210 MORE STAFF
6-10 STAFF 0%			
4-5 STAFF 27%	98% WITH ~3 STAFF	80% WITH ~3 STAFF	90% WITH ~3 STAFF
3 STAFF 6%			
2 STAFF 20%	↑ 2% WITH ~2 LESS STAFF	↑ 20% WITH ~2 LESS STAFF	↓ 5% WITH ~2 LESS STAFF
1 STAFF 27%			
0 STAFF 0%			

NUMBER OF DEVELOPERS REQUIRED	LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF 0%	0% WITH ~1 LESS STAFF	↑ 5% WITH ~1 LESS STAFF	↑ 10% WITH ~1 LESS STAFF
6-10 STAFF 0%			
4-5 STAFF 0%			
3 STAFF 0%			
2 STAFF 14%	98% WITH ~1 STAFF	85% WITH ~1 STAFF	80% WITH ~1 STAFF
1 STAFF 26%			
0 STAFF 27%	↑ 2% WITH ~1 LESS STAFF	↑ 10% WITH ~1 LESS STAFF	↓ 11% WITH ~1 LESS STAFF

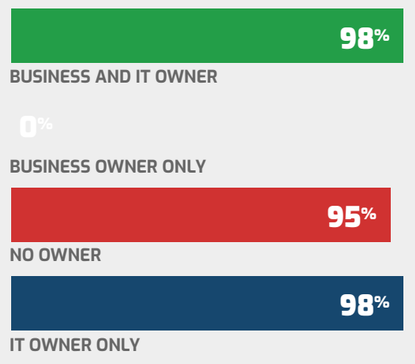
Staff Salaries

SALARY	SUPPORT	
$100K +	0%	
$76 - $100K	0%	
$51 - $75K	25%	$65K
$31 - $50K	25%	$40K
<= $30K	25%	$30K
SALARY	**DEVELOPERS**	
$100K +	0%	
$76 - $100K	0%	
$51 - $75K	75%	$65K $60K $50K
$31 - $50K	0%	
<= $30K	25%	$30K

Established Clear Ownership



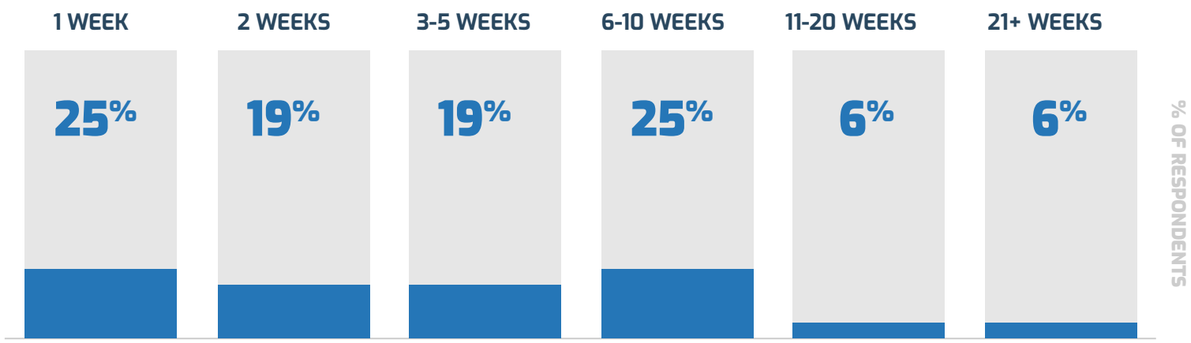
Ownership Satisfaction



How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

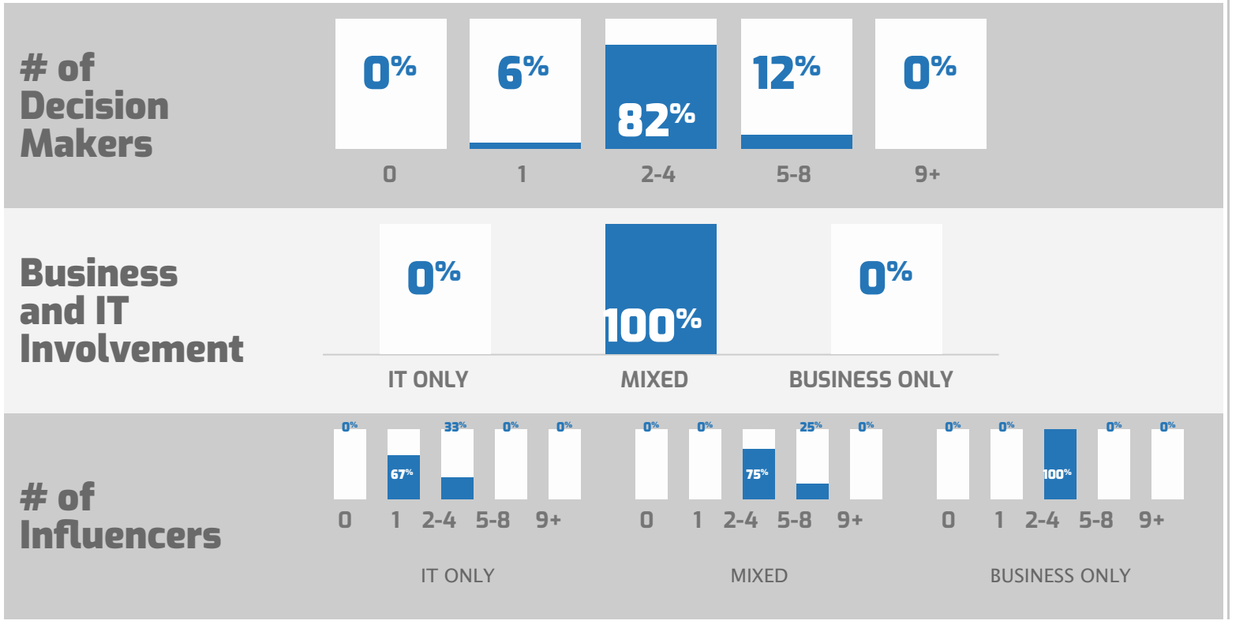
How much time and effort (in weeks) was spent making your selection decision?



Who Made the Selection

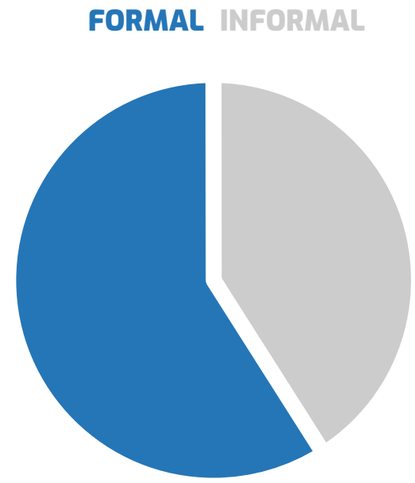
Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were involved in the following capacities during this vendor selection decision?



Selection Methodology

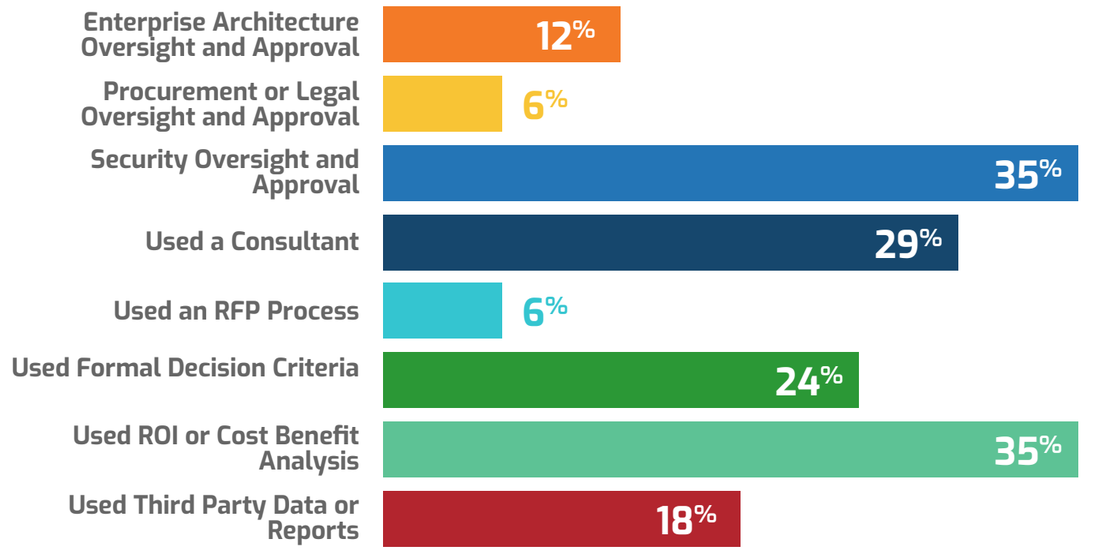
Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.



Selection Process, Oversight, and Approval

What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for Dropsuite Office 365 Exchange Backup. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.



How Effective is the Selection Process

81% EFFECTIVE

Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Dropsuite Office 365 Exchange Backup fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

	SMALL — BEST FIT	MEDIUM	LARGE
NET PROMOTER	+100 NET PROMOTER SCORE Promoters 100% Passives 0% Detractors 0%	+100 NET PROMOTER SCORE Promoters 100% Passives 0% Detractors 0%	NET PROMOTER SCORE Promoters -- Passives -- Detractors --
CAPABILITY SATISFACTION	Delighted 56% Highly Satisfied 40% Almost Satisfied 4% Disappointed 0%	Delighted 62% Highly Satisfied 35% Almost Satisfied 3% Disappointed 0%	Delighted -- Highly Satisfied -- Almost Satisfied -- Disappointed --
FEATURE SATISFACTION	Delighted 59% Highly Satisfied 38% Almost Satisfied 3% Disappointed 0%	Delighted 64% Highly Satisfied 36% Almost Satisfied 0% Disappointed 0%	Delighted -- Highly Satisfied -- Almost Satisfied -- Disappointed --
IMPLEMENTATION SATISFACTION	Delighted 70% Highly Satisfied 30% Almost Satisfied 0% Disappointed 0%	Delighted 67% Highly Satisfied 33% Almost Satisfied 0% Disappointed 0%	Delighted -- Highly Satisfied -- Almost Satisfied -- Disappointed --
COST SATISFACTION	Delighted 50% Highly Satisfied 45% Almost Satisfied 5% Disappointed 0%	Delighted 67% Highly Satisfied 33% Almost Satisfied 0% Disappointed 0%	Delighted -- Highly Satisfied -- Almost Satisfied -- Disappointed --
ORG FIT	1: COST 2: ARCHITECTURAL PLATFORM FIT 3: REPUTATION OF THE VENDOR	1: SKILL AND STAFF FIT 2: COST 3: ARCHITECTURAL PLATFORM FIT	
IMPORTANCE	CAP 41% / COST 5% / FEAT 35% / ORG 19%	CAP 55% / COST 3% / FEAT 20% / ORG 22%	
PLAN TO RENEW	100%	100%	--

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Dropsuite Office 365 Exchange Backup?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	21%	100%	92%	91%	100%
2	58%	97%	90%	92%	100%
3	21%	97%	87%	86%	100%
4	--	--	--	--	--
5	--	--	--	--	--
6-10	--	--	--	--	--
11+	--	--	--	--	--
AVERAGE		97%	88%	89%	100%

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
BUSINESS LEADER OR MANAGER	48%	98%	88%	89%	100%
IT LEADER OR MANAGER	39%	99%	90%	95%	100%
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	39%	96%	87%	88%	100%
VENDOR SELECTION AND PURCHASING	35%	100%	85%	87%	100%
END USER OF APPLICATION	35%	97%	84%	92%	100%
VENDOR MANAGEMENT AND RENEWAL	30%	97%	88%	89%	100%
INITIAL IMPLEMENTATION	26%	96%	91%	94%	100%
AVERAGE		97%	88%	89%	100%

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	39%	98%	89%	90%	100%
C-LEVEL	35%	99%	90%	92%	100%
VENDOR MANAGEMENT	9%	100%	85%	84%	100%
OPERATIONS	5%	89%	75%	75%	95%
SALES AND MARKETING	4%	89%	93%	91%	95%
CONSULTANT	4%	100%	84%	95%	95%
STUDENT OR ACADEMIC	4%	89%	89%	77%	100%
HUMAN RESOURCES	--	--	--	--	--
INDUSTRY SPECIFIC ROLE	--	--	--	--	--
PUBLIC SECTOR	--	--	--	--	--
FINANCE	--	--	--	--	--
AVERAGE		97%	88%	89%	100%

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
WEEKLY	52%	96%	90%	88%	100%
DAILY	26%	96%	91%	95%	100%
OCCASIONALLY	13%	100%	83%	86%	100%
RARELY OR NEVER	9%	100%	78%	85%	100%
PREVIOUSLY USED	--	--	--	--	--
AVERAGE		97%	88%	89%	100%

Justin P.

Role: C-Level
Industry: Other
Involvement: Vendor Selection and Purchasing

Recommends 10/10

Excellent Cloud Backup Option

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

The portal is easy to navigate in a multi-tenanted environment. We are able to view the status of multiple customers from a single portal.

What is your favorite aspect of this product?

All data in Office 365 is automatically protected once the users are added. There is no configuration required.

What do you dislike most about this product?

Time for restores can be extensive, even for single item restores.

What recommendations would you give to someone considering this product?

It is very easy to deploy and use.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Availability and Quality of Training	5
3	Breadth of Features	0
3	Business Value Created	0
2	Ease of Customization	0
4	Ease of Data Integration	0
3	Ease of Implementation	10
3	Ease of IT Administration	25
2	Product Strategy and Rate of Improvement	1
3	Quality of Features	2
2	Usability and Intuitiveness	5
3	Vendor Support	4

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	10
3	Mailbox Backup Restore	0
3	Permissions Awareness	2
3	Security	0
6	Support for Backup Types	0
3	Backup Archiving	10
4	Compliance	5
-	Full System Backup Restore	1
6	Information Store Backup Restore	0
6	Media Support	0
6	Transaction Log Backup Restore	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	20
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill and Staff Fit	0
Social Responsibility	0

Peter A.

Role: C-Level
Industry: Other
Involvement: IT Leader or Manager

Recommends 10/10

Easy to use, Office 365 completely backed up!

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

It is a complete O365 backup solution.

What is your favorite aspect of this product?

Ease of use combined with a complete solution.

What do you dislike most about this product?

Email errors that sometimes don't point to a problem.

What recommendations would you give to someone considering this product?

Don't hesitate, you won't be sorry!

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	6
4	Breadth of Features	7
4	Business Value Created	7
4	Ease of Customization	6
4	Ease of Data Integration	6
4	Ease of Implementation	6
4	Ease of IT Administration	6
4	Product Strategy and Rate of Improvement	6
4	Quality of Features	6
4	Usability and Intuitiveness	6
4	Vendor Support	6

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	1
4	Mailbox Backup Restore	0
4	Permissions Awareness	1
4	Security	1
4	Support for Backup Types	1
4	Backup Archiving	1
4	Compliance	1
4	Full System Backup Restore	1
4	Information Store Backup Restore	1
4	Media Support	1
4	Transaction Log Backup Restore	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Sales Experience	2
Cost	3
Existing Relationship	2
Managing Risk	2
Political Reasons	2
Previously Installed	2
Vendor Reputation	2
Vendor Market Share	2
Skill and Staff Fit	2
Social Responsibility	2

Kevo M.

Role: Information Technology
Industry: Other
Involvement: End User of Application

Recommends 9/10

Best For Email Backups

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

This product offers military grade encryption thereby keeping backup data/emails secure. It is cloud based meaning it offers lots of cloud space and accessing data is easy as well.

What is your favorite aspect of this product?

I like the ease of accessing this product because it is cloud based There is lots of storage space and scaling is easy Using this tool is effortless thanks to the attractive user interface.

What do you dislike most about this product?

No problems using this email backup solution

What recommendations would you give to someone considering this product?

Since this tool has worked for us and it is very secure and scalable, I recommend it.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
4	Breadth of Features	3
3	Business Value Created	3
3	Ease of Customization	3
3	Ease of Data Integration	3
3	Ease of Implementation	3
3	Ease of IT Administration	3
3	Product Strategy and Rate of Improvement	3
3	Quality of Features	3
4	Usability and Intuitiveness	3
3	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	3
4	Mailbox Backup Restore	3
4	Permissions Awareness	3
3	Security	3
4	Support for Backup Types	3
3	Backup Archiving	3
4	Compliance	3
3	Full System Backup Restore	3
3	Information Store Backup Restore	3
3	Media Support	3
4	Transaction Log Backup Restore	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Sales Experience	3
Cost	4
Existing Relationship	3
Managing Risk	3
Political Reasons	3
Previously Installed	3
Vendor Reputation	3
Vendor Market Share	3
Skill and Staff Fit	3
Social Responsibility	3

Waseem A.

Role: Information Technology
Industry: Other
Involvement: IT Development, Integration, and Administration

Recommends 10/10

Easy to use

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

Quick response

What is your favorite aspect of this product?

Variety of storage options

What do you dislike most about this product?

Nothing at the moment

What recommendations would you give to someone considering this product?

Great product

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
3	Breadth of Features	-
4	Business Value Created	-
3	Ease of Customization	-
4	Ease of Data Integration	-
4	Ease of Implementation	-
4	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
3	Quality of Features	-
3	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	-
3	Mailbox Backup Restore	-
3	Permissions Awareness	-
3	Security	-
4	Support for Backup Types	-
2	Backup Archiving	-
3	Compliance	-
2	Full System Backup Restore	-
4	Information Store Backup Restore	-
2	Media Support	-
2	Transaction Log Backup Restore	-

Zac P.

Role: C-Level
Industry: Other
Involvement: Vendor Selection and Purchasing

Recommends 10/10

Very good product with strong feature set

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

The Teams and SharePoint backup are key for us.

What is your favorite aspect of this product?

Set it and forget it.

What do you dislike most about this product?

I am happy with this product

What recommendations would you give to someone considering this product?

This one seems to be the most complete and cost effective

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	6
4	Breadth of Features	6
4	Business Value Created	6
3	Ease of Customization	6
4	Ease of Data Integration	6
4	Ease of Implementation	6
3	Ease of IT Administration	6
4	Product Strategy and Rate of Improvement	6
4	Quality of Features	6
4	Usability and Intuitiveness	6
4	Vendor Support	6

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	3
4	Mailbox Backup Restore	2
4	Permissions Awareness	2
4	Security	2
4	Support for Backup Types	2
4	Backup Archiving	2
4	Compliance	2
4	Full System Backup Restore	2
4	Information Store Backup Restore	2
4	Media Support	2
4	Transaction Log Backup Restore	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	1
Sales Experience	1
Cost	1
Existing Relationship	1
Managing Risk	1
Political Reasons	1
Previously Installed	1
Vendor Reputation	1
Vendor Market Share	1
Skill and Staff Fit	1
Social Responsibility	1

Bret M.

Role: C-Level
Industry: Other
Involvement: Vendor Selection and Purchasing

Recommends 10/10

Most complete product for cloud backup

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

Complete product, backs up everything and not just parts of the O365 Suite

What is your favorite aspect of this product?

Easy to setup

What do you dislike most about this product?

User interface needs to be simplified, it is not very intuitive and we have to stumble around

What recommendations would you give to someone considering this product?

If you want a product that will backup the entire suite, look no further.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	1
4	Breadth of Features	1
4	Business Value Created	2
3	Ease of Customization	1
3	Ease of Data Integration	1
3	Ease of Implementation	1
2	Ease of IT Administration	1
4	Product Strategy and Rate of Improvement	1
4	Quality of Features	1
3	Usability and Intuitiveness	1
3	Vendor Support	1

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Granular Restore	5
3	Mailbox Backup Restore	5
3	Permissions Awareness	5
3	Security	5
3	Support for Backup Types	5
3	Backup Archiving	5
3	Compliance	5
3	Full System Backup Restore	5
3	Information Store Backup Restore	5
3	Media Support	5
3	Transaction Log Backup Restore	5

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	3
Sales Experience	3
Cost	3
Existing Relationship	3
Managing Risk	3
Political Reasons	3
Previously Installed	3
Vendor Reputation	3
Vendor Market Share	3
Skill and Staff Fit	3
Social Responsibility	3

Jim-Barry B.

Role: C-Level
Industry: Other
Involvement: Vendor Selection and Purchasing

Recommends 10/10

Easy to use, clean interface, great support

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

Ease of implementation/integration with Office 365 including Exchange, OneDrive, Sharepoint, Teams

What is your favorite aspect of this product?

Ease of use, clean interface, powerful search

What do you dislike most about this product?

Integration with Connectwise Manage could be better/more powerful for billing integration.

What recommendations would you give to someone considering this product?

It's an easy decision. Low cost of entry, ease of implementation, ease of use by end users.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	2
3	Breadth of Features	3
4	Business Value Created	7
3	Ease of Customization	5
4	Ease of Data Integration	5
4	Ease of Implementation	5
4	Ease of IT Administration	5
3	Product Strategy and Rate of Improvement	5
4	Quality of Features	5
4	Usability and Intuitiveness	4
4	Vendor Support	10

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	10
3	Mailbox Backup Restore	0
-	Permissions Awareness	0
4	Security	5
-	Support for Backup Types	0
4	Backup Archiving	5
-	Compliance	0
-	Full System Backup Restore	0
6	Information Store Backup Restore	0
-	Media Support	0
6	Transaction Log Backup Restore	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	5
Sales Experience	0
Cost	10
Existing Relationship	2
Managing Risk	0
Political Reasons	0
Previously Installed	2
Vendor Reputation	5
Vendor Market Share	0
Skill and Staff Fit	0
Social Responsibility	0

James B.

Role: Information Technology
Industry: Other
Involvement: IT Leader or Manager

Recommends 10/10

Great features, easy implementation, value for $$

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

Easy of implementation, full feature set for 0365, value for money

What is your favorite aspect of this product?

No hidden costs involved in the pricing and how instantly provisioning can be done.

What do you dislike most about this product?

I would like the full set of G Suite services to be offered at the same cost as 0365

What recommendations would you give to someone considering this product?

Look beyond basic backup and archiving and see the Business Intelligence behind the data and make use of it

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	4
3	Breadth of Features	2
4	Business Value Created	4
3	Ease of Customization	4
4	Ease of Data Integration	4
4	Ease of Implementation	4
4	Ease of IT Administration	4
4	Product Strategy and Rate of Improvement	4
3	Quality of Features	4
4	Usability and Intuitiveness	3
4	Vendor Support	4

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	5
4	Mailbox Backup Restore	4
4	Permissions Awareness	2
4	Security	2
3	Support for Backup Types	3
4	Backup Archiving	2
4	Compliance	3
4	Full System Backup Restore	4
4	Information Store Backup Restore	2
-	Media Support	0
4	Transaction Log Backup Restore	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Sales Experience	4
Cost	6
Existing Relationship	2
Managing Risk	3
Political Reasons	0
Previously Installed	0
Vendor Reputation	3
Vendor Market Share	3
Skill and Staff Fit	3
Social Responsibility	3

Jon P.

Role: Information Technology
Industry: Other
Involvement: Vendor Selection and Purchasing

Recommends 10/10

Easy to implement, performs very well

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

Very easy to implement

What is your favorite aspect of this product?

Easy to implement

What do you dislike most about this product?

Ability to change domains once it is setup for one domain

What recommendations would you give to someone considering this product?

Make sure you have thought out the domain process to start with

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
4	Breadth of Features	3
4	Business Value Created	4
4	Ease of Customization	3
4	Ease of Data Integration	3
4	Ease of Implementation	3
4	Ease of IT Administration	3
4	Product Strategy and Rate of Improvement	3
4	Quality of Features	3
4	Usability and Intuitiveness	3
2	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	3
4	Mailbox Backup Restore	3
4	Permissions Awareness	3
4	Security	3
4	Support for Backup Types	3
4	Backup Archiving	3
4	Compliance	3
4	Full System Backup Restore	3
4	Information Store Backup Restore	3
4	Media Support	3
4	Transaction Log Backup Restore	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Sales Experience	3
Cost	3
Existing Relationship	3
Managing Risk	3
Political Reasons	3
Previously Installed	3
Vendor Reputation	3
Vendor Market Share	3
Skill and Staff Fit	3
Social Responsibility	3

Mauro B.

Role: Operations
Industry: Other
Involvement: Vendor Management and Renewal

Recommends 9/10

Fine product, Support is great!

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

Probably cost

What is your favorite aspect of this product?

Effectiveness, no downtime.

What do you dislike most about this product?

There are some features that are not that friendly use and I have to contact support.

What recommendations would you give to someone considering this product?

I am happy with the support, if I have any issue they reply promptly.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
-	Availability and Quality of Training	3
3	Breadth of Features	3
3	Business Value Created	3
3	Ease of Customization	4
3	Ease of Data Integration	4
3	Ease of Implementation	4
3	Ease of IT Administration	5
3	Product Strategy and Rate of Improvement	3
3	Quality of Features	4
2	Usability and Intuitiveness	4
4	Vendor Support	6

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	Granular Restore	2
3	Mailbox Backup Restore	4
-	Permissions Awareness	2
3	Security	3
3	Support for Backup Types	2
3	Backup Archiving	4
3	Compliance	2
-	Full System Backup Restore	2
3	Information Store Backup Restore	3
3	Media Support	3
-	Transaction Log Backup Restore	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Sales Experience	2
Cost	3
Existing Relationship	2
Managing Risk	2
Political Reasons	2
Previously Installed	2
Vendor Reputation	3
Vendor Market Share	2
Skill and Staff Fit	4
Social Responsibility	2

Lynn T.

Role: Consultant
Industry: Other
Involvement: IT Leader or Manager

Recommends 10/10

Easy to use, inexpensive. great support

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

Ease of use, variety of features.

What is your favorite aspect of this product?

The visual interface

What do you dislike most about this product?

Resetting the password is difficult

What recommendations would you give to someone considering this product?

It's easy to use

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
3	Breadth of Features	3
3	Business Value Created	3
3	Ease of Customization	3
4	Ease of Data Integration	3
4	Ease of Implementation	3
4	Ease of IT Administration	3
3	Product Strategy and Rate of Improvement	3
3	Quality of Features	3
4	Usability and Intuitiveness	3
3	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	4
4	Mailbox Backup Restore	4
4	Permissions Awareness	4
4	Security	4
4	Support for Backup Types	4
4	Backup Archiving	4
4	Compliance	4
4	Full System Backup Restore	4
3	Information Store Backup Restore	4
3	Media Support	4
4	Transaction Log Backup Restore	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Sales Experience	2
Cost	3
Existing Relationship	2
Managing Risk	2
Political Reasons	2
Previously Installed	2
Vendor Reputation	2
Vendor Market Share	2
Skill and Staff Fit	2
Social Responsibility	2

Ken K.

Role: C-Level
Industry: Other
Involvement: Vendor Management and Renewal

Recommends 10/10

Full Featured includes storage with a real GUI.

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

The GUI and Storage

What is your favorite aspect of this product?

The GUI is easy to navigate thru

What do you dislike most about this product?

Nothing, it is very robust

What recommendations would you give to someone considering this product?

If you need 365 Backup and Archive you need dropsuite

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	2
4	Breadth of Features	3
4	Business Value Created	3
4	Ease of Customization	2
4	Ease of Data Integration	2
4	Ease of Implementation	2
4	Ease of IT Administration	2
4	Product Strategy and Rate of Improvement	3
4	Quality of Features	2
4	Usability and Intuitiveness	2
4	Vendor Support	2

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	3
4	Mailbox Backup Restore	2
4	Permissions Awareness	3
4	Security	3
4	Support for Backup Types	3
4	Backup Archiving	3
4	Compliance	3
4	Full System Backup Restore	3
4	Information Store Backup Restore	3
3	Media Support	3
-	Transaction Log Backup Restore	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	4
Sales Experience	4
Cost	4
Existing Relationship	4
Managing Risk	4
Political Reasons	4
Previously Installed	4
Vendor Reputation	4
Vendor Market Share	4
Skill and Staff Fit	4
Social Responsibility	4

Christian S.

Role: Vendor Management
Industry: Other
Involvement: Business Leader or Manager

Recommends 10/10

Fantastic product provided by an fantastic company

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

Individual implementation. Works out of the box as solution and could easily be integrated in our infrastructure

What is your favorite aspect of this product?

Ease of use

What do you dislike most about this product?

Nothing to complain about

What recommendations would you give to someone considering this product?

Do it fast and easy to activate

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
3	Breadth of Features	-
4	Business Value Created	-
4	Ease of Customization	-
4	Ease of Data Integration	-
4	Ease of Implementation	-
3	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
3	Quality of Features	-
4	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Granular Restore	-
4	Mailbox Backup Restore	-
3	Permissions Awareness	-
4	Security	-
4	Support for Backup Types	-
4	Backup Archiving	-
4	Compliance	-
6	Full System Backup Restore	-
3	Information Store Backup Restore	-
4	Media Support	-
4	Transaction Log Backup Restore	-

Nathan T.

Role: Information Technology
Industry: Other
Involvement: Vendor Selection and Purchasing

Recommends 10/10

Feature rich, Great UI, simple, and cost effective

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

The UI is intuitive and uncluttered, and the implementation is simple.

What is your favorite aspect of this product?

The UI is intuitive, clean, and well thought out.

What do you dislike most about this product?

No major complaints.

What recommendations would you give to someone considering this product?

Do a demo. You'll be impressed.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	4
4	Breadth of Features	4
4	Business Value Created	4
4	Ease of Customization	4
4	Ease of Data Integration	4
4	Ease of Implementation	4
4	Ease of IT Administration	4
4	Product Strategy and Rate of Improvement	5
4	Quality of Features	3
4	Usability and Intuitiveness	4
4	Vendor Support	4

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Granular Restore	4
4	Mailbox Backup Restore	4
4	Permissions Awareness	3
4	Security	5
4	Support for Backup Types	4
4	Backup Archiving	4
4	Compliance	5
6	Full System Backup Restore	1
6	Information Store Backup Restore	1
6	Media Support	1
6	Transaction Log Backup Restore	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	3
Sales Experience	2
Cost	3
Existing Relationship	3
Managing Risk	3
Political Reasons	2
Previously Installed	1
Vendor Reputation	3
Vendor Market Share	1
Skill and Staff Fit	3
Social Responsibility	0

Cory Robert Lee T.

Role: Information Technology
Industry: Other
Involvement: End User of Application

Recommends 10/10

Rapidly evolving product

What differentiates Dropsuite Office 365 Exchange Backup from other similar products?

The support is great and product dev team works with you.

What is your favorite aspect of this product?

SharePoint Online and OneDrive backups

What do you dislike most about this product?

Searching for what you're looking for can be difficult.

What recommendations would you give to someone considering this product?

It's a great product that is changing with the landscape patience is required though.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
4	Breadth of Features	3
4	Business Value Created	3
2	Ease of Customization	3
4	Ease of Data Integration	3
4	Ease of Implementation	3
2	Ease of IT Administration	3
4	Product Strategy and Rate of Improvement	3
3	Quality of Features	3
2	Usability and Intuitiveness	3
4	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Granular Restore	4
4	Mailbox Backup Restore	4
4	Permissions Awareness	4
4	Security	4
6	Support for Backup Types	4
4	Backup Archiving	4
4	Compliance	4
6	Full System Backup Restore	4
6	Information Store Backup Restore	4
4	Media Support	4
6	Transaction Log Backup Restore	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	2
Sales Experience	2
Cost	3
Existing Relationship	2
Managing Risk	2
Political Reasons	2
Previously Installed	2
Vendor Reputation	2
Vendor Market Share	2
Skill and Staff Fit	2
Social Responsibility	2