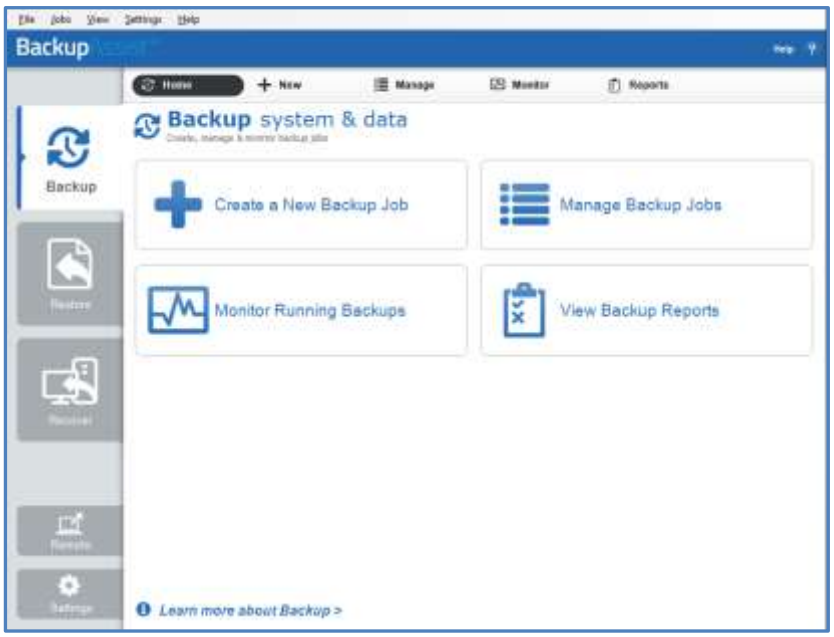
# BackupAssist v8 & Backup Exec 2014 - solution comparisons

What backup software is best for your business? It's a question that leads to many more. What can the software back up? What restore options does it have? Can it perform a system recovery? What is the support like? How much does it cost? This document looks at the features required for a comprehensive backup solution, and compares Symantec Backup Exec and BackupAssist's support for those features.

## Ease of use and interface

An important part of any backup product is how easy it is to use. This can impact the quality of your backups because it affects your ability to access and understand the features available, and the best way to use them. So let's start with an comparative overview of the BackupAssist and Backup Exec interfaces.

**BackupAssist v8 user interface**




BackupAssist's UI separates the backup, restore, recover and remote features into separate tabs.

BackupAssist uses a backup job creation wizard that can create a new job in 8 steps.

The BackupAssist restore tab allows you to select the required restore tool, or view a backup catalogue and have BackupAssist display the restore options available.

When a backup job runs, the progress screen shows what process is running and what tasks have been completed.

**Backup Exec 2014 user interface**


Backup Exec's UI groups collections of features under menus. The windows shown can be modified using drag and drop.

Backup Exec can create a backup job in 15 steps.

The Backup Exec restore wizard will guide you through the restore process and use the appropriate restore tool.

When a backup job runs, a real time progress bar is displayed to show how far through, the backup job is.

## Backups

This section looks at a selection of important backup requirements for servers and server applications.

Backup Exec supports a wide range of platforms, whereas BackupAssist is a dedicated Windows Server and server application solution. This allows BackupAssist to focus on creating a suite of feature-rich solutions for businesses that use Microsoft servers for their data, mail, databases and virtual environments. This specialization enables dedicated development and in-depth support.

The following table compares some key backup options available in BackupAssist and Backup Exec.

| Supports | BackupAssist | Backup Exec |
|---|---|---|
| Windows Server backups | ✓ | ✓ |
| Linux Server backups | ✗ | ✓ |
| Exchange Server backups | ✓ | ✓ |
| SQL Server backups (including transaction level) | ✓ | ✓ |
| SharePoint Server backups | ✓ | ✓ |
| Hyper-V Server backups (including CSV) | ✓ | ✓ |
| VMware Server backups | ✗ | ✓ |
| Back up across the internet | ✓ | ✓ |
| VSS-Aware backups (application consistent) | ✓ | ✓ |

**Backup destination support** is also an important consideration. For this reason, BackupAssist supports an extensive range of backup destinations using three different backup types: File Protection (replication), File Archiving (compression) and System Protection (imaging).

This table looks at the three BackupAssist backup types and the destinations they support.

| BackupAssist backup destinations | Imaging | Archiving | Replication |
|---|---|---|---|
| External disks | ✓ | ✓ | ✓ |
| Network locations (including NAS devices) | ✓ | ✓ | ✓ |
| iSCSI targets | ✓ | ✓ | ✓ |
| Data containers (A BackupAssist VHD technology) | ✓ | ✗ | ✗ |
| Tape drives (excludes autoloaders) | ✗ | ✓ | ✗ |
| Optical disks | ✗ | ✓ | ✗ |
| RDX drives | ✓ | ✗ | ✓ |
| Flash drives | ✗ | ✓ | ✗ |
| Rsync / S3 | ✗ | ✗ | ✓ |

## Restore

What your backup can be used to restore is critical. It is not enough to be able to restore servers and files shares. Backup software needs to be able to carry out a range of restore functions for databases and virtual environments.

This table lists the different types of Windows server application restores supported.

| Server application restore support | BackupAssist | Backup Exec |
|---|---|---|
| Exchange Server | ✓ | ✓ |
| Exchange mailbox items – granular restore | ✓ | ✓ |
| Exchange mailbox items from a Hyper-V guest | ✓ | ✓ |
| SQL Server | ✓ | ✓ |
| SQL Server point-in time | ✓ | ✓ |
| SharePoint Server | ✓ | ✓ |
| SharePoint items - granular restore | ✗ | ✓ |
| Hyper-V Server or guest | ✓ | ✓ |
| Hyper-V Guest data – granular restore | ✓ | ✓ |

**Exchange granular restores**

With Backup Exec, you need to install the Exchange agent within the Exchange Server. You also need to have the appropriate agent licensing.

With BackupAssist, you need BackupAssist installed on the Exchange Server. You also need the Exchange Granular Restore Add-on, which can restore mail items from EDB databases and PST/OST files to a live Exchange Server.

**SQL point-in-time restores**

Both Backup Exec and BackupAssist support transaction level backups. BackupAssist backups can be daily or near-continuous (minimum every 15 minutes).

To perform a BackupAssist point-in-time SQL restore, just provide the time that you want to restore from, and BackupAssist will display the available restore points closest to that time.

**Hyper-V granular restores**

With Backup Exec, you need to install the Hyper-V agent within the guest machine. You also need to have the appropriate agent licensing.

With BackupAssist, you do not need to install anything on the guest - just on the host. You also need the Hyper-V Granular Restore Console Add-on license.

BackupAssist Hyper-V Granular Restore can restore files from inside a Hyper-V guest, using a backup of one or more guests. If you have the Exchange Granular Restore Add-on, you can also restore individual mail items from an Exchange Server running on a Hype-V guest. BackupAssist Hyper-V backups are VSS-Aware and support cluster shared volume (CSV) environments.

## Recovery

Recovery is the ability to recover a computer after hardware has been replaced or an operating system failure has occurred, and the computer can no longer start itself. Recovery is a critical feature for any data protection solution. This table looks at some of the operating system and recovery features supported by BackupAssist and Backup Exec.

| Create recovery disk | BackupAssist | Backup Exec |
|---|---|---|
| Windows Server 2012 R2 – create recovery media | ✓ | ✗ |
| Windows Server 2012 R1 – create recovery media | ✓ | ✓ |
| Windows Server 2008 R1 & R2 – create recovery media | ✓ | ✓ |
| Perform a P2V Recovery | ✓ | ✓ |
| Recover to dissimilar hardware | ✓ | ✓ |
| Recover a Linux Server | ✗ | ✓ |

BackupAssist's Recovery tab uses RecoverAssist to create a customized, bootable recovery media. The media will start your computer, load a recovery environment and use an image backup to perform a recovery of your system. To learn more, see our recovery whitepaper.

## Remote Management

With backup administrators in one location and servers in other location, it's important to have a backup solution that allows you to remotely administer your backup software. This table shows key remote administration features and the support provided.

| Remote backup administration | BackupAssist | Backup Exec |
|---|---|---|
| Remote management of backups and restores | ✓ | ✓ |
| Remote deployment of backup software | ✓ | ✓ |
| Remote backup software updates | ✓ | ✓ |
| Remote license management | ✓ | ✓ |
| Remote support across a WAN (internet) | ✓ | ✓ |

BackupAssist and Backup Exec both have fully featured remote backup support. BackupAssist's remote management is provided by a product called **MultiSite Manager**.

All BackupAssist v8 installations can connect to MultiSite Manager, a standalone product that is interfaced with using a web UI. MultiSite Manager will display each site in your network, and selecting a site will display all BackupAssist computers in that site. Selecting a computer will display all backup jobs on that computer. You can remotely manage all backup jobs, installations and licenses, and even open a remote session to a BackupAssist installation on a remote server.

## Support

Good after sales support is important. If there are problems running backups and performing restores and recoveries, you need to know you have accessible, expert support.

This table shows the types of support provided by BackupAssist and Backup Exec.

| Application data | BackupAssist | Backup Exec |
|---|---|---|
| Telephone support | Free | Tiered paid service |
| Email support | Free | Tiered paid service |
| Online support & Knowledgebase | ✓ | ✓ |
| Comprehensive Documentation | ✓ | ✓ |

## Pricing

Defining your backup requirements and identifying the products that meet those requirements, narrows down the list of possible backup solutions. Price then becomes an important factor.

The tables below show the price per installation for BackupAssist and Backup Exec products.

| Backup Exec ⓘLearn more | 12mth License | Description |
|---|---|---|
| Backup Exec 2014 | $1,162 USD | Backup & recovery for servers and VMs |
| Agent for VMware and Hyper-V | $1,863 USD | Protect VMware and Hyper-V machines |
| Agent for applications & databases | $1,162 USD | Including Exchange, SQL and SharePoint |
| Agent for Windows | $695 USD | Protection for remote Windows Servers |
| Enterprise Server option bundle | $3,499 USD | Disk Backup, Central Admin, SAN Storage |

When you buy BackupAssist, you own that version of BackupAssist for the life of the product. With Upgrade Protection, you also get access to the latest version of BackupAssist. Our pricing is modular, so you purchase a base license of BackupAssist then only purchase the Add-ons that you need.

| BackupAssist ⓘ Learn more | License | Description |
|---|---|---|
| BackupAssist v8 (3 month upgrade protection) | $279 USD | Backup, restore & recover servers and VMs |
| BackupAssist Upgrade Protection | $164 USD | 12 month Upgrade Protection |
| Exchange Granular Restore Add-on | $199 USD | Restore individual mailbox items |
| Hyper-V Granular Restore Add-on | $249 USD | Restore files from inside of Hyper-V guests |
| SQL Server Protection Add-on | $129 USD | Transaction level SQL backups and restores |
| Rsync remote protection Add-on | $129 USD | Backup across the internet to an rsync host |
| BackupAssist MultiSite Manager | $289 USD | 12 month license for Remote management |

Through our innovation, ongoing development and investment in new and existing technologies, BackupAssist provides unparalleled value for the protection of Windows based networks.