



# Enterprise Backup and Recovery

## Focus

Ensure that you can recover business-critical data

If your enterprise is like most, the data that's stored in your IT infrastructure is crucial to keeping your company in business. Simply maintaining the integrity of that data isn't sufficient. If your organization is to survive, you must also be able to recover your data should the need arise. The importance of recoverability demands that you equip yourself with the best tools available to make data recovery reliable and foolproof.

Many vendors provide enterprise backup and recovery software. Narrowing the field and choosing a product can require a lot of your time. Listing your organization's must-have features before you begin your search will help you make the most efficient use of the time you spend. Scalability, platform and application support, and specialized software agents will probably be near the top of your feature list.

With regard to scalability of backup software, ask questions about scalability that pertain to your implementation. For example, you might need to verify that the software can use multiple shared-storage devices to extend capacity and performance. Depending on the storage strategy you use, you might want to determine whether multiple backup servers can share one large storage device. Ask the vendor whether performance-enhancing features such as interleaving and serverless backup are available. If you'll be deploying a backup agent to many clients, remote push installation will be essential. Large environments will want a product that lets more than one backup administrator simultaneously access the backup software. A Web-based interface provides even more flexibility for administrators.

Obviously, you'll want to exclude vendors that don't support backing up all the platforms in your environment, but do your homework on this point. Document all the servers that you want your product to back up and create a support matrix to eliminate vendors that don't support the platform you have.

### EDITOR'S NOTE

The Buyer's Guide summarizes vendor-submitted information. To find out about future Buyer's Guide topics or to learn how to include your product in an upcoming Buyer's Guide, go to <http://www.winnetmag.com/buyersguide>.

Do the same homework for your company's applications. Compile a list of the applications in your environment and, before you spend time evaluating a product, make sure that it can completely back up all your data. Be sure to include all business-critical and specialized applications in the list. Agents that expressly support the applications you use (e.g., Microsoft Exchange Server or Lotus Notes, Microsoft SQL Server or Oracle) can greatly simplify backup and restore procedures.

After you have a list of the enterprise backup applications that appear to support your organization's needs, look for advanced features and functionality that will benefit your company immediately. Strong media-management capabilities are essential for managing retention policies and quickly locating restoration media. If Network Attached Storage (NAS) or Storage Area Network (SAN) devices figure prominently in your storage strategy, find a vendor that has experience working in those

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environments. Some vendors' products include comprehensive storage-management capabilities to help you leverage your investment in other storage technologies. Don't forget to check out basic functionality such as reporting, scheduling, calendaring, and alerting while keeping in mind the application's ease of use.

You can't thoroughly compare offerings without considering price, of course. However, analyzing and trying to compare different vendors' pricing schemes can be an exercise in frustration. Your best approach is to define exactly which servers and applications the solution must cover, then ask the vendor for a quote of the overall costs for licensing, deploying, and maintaining a solution that specifically addresses your needs.

Don't disregard the importance of manageability when considering cost—over time, the money you spend trying to manage your backups will far outweigh the initial cost of software and hardware. The good news is that a variety of vendors listed in this Buyer's Guide offer a range of solutions to suit almost any environment. By doing your homework, you can whittle down the offerings to find the product that fits your budget and meets your needs today and that will remain flexible as your company grows.

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| Contact Information   | Product Name                       | Price   | Description   |
|---|------------------------------------|---|---|
| <b>Arkeia</b><br>760-431-1319<br><a href="http://www.arkeia.com">http://www.arkeia.com</a>  | Arkeia 5.1                         | \$590 to \$1190   | Offers features that can augment a program's heterogeneous network functions; includes expanded remote access capabilities, embedded supervision functions, and broad heterogeneous support; compatible with the latest tape technologies; base configuration supports from three to seven computers  |
| <b>BridgeHead Software</b><br>781-939-0780<br>800-262-8296<br><a href="http://www.bridgeheadsoftware.com">http://www.bridgeheadsoftware.com</a>                                 | HyperTape                          | Contact vendor for pricing                                | Provides automatic unattended backup of PCs, workstations, departmental servers, and enterprise systems across networks or to local tape devices; includes an enterprise media management module for volume, saveset, and device management; supports multihosted devices in a SAN environment; supports Windows, UNIX, Novell NetWare, and HP's HP OpenVMS as well as Exchange, SQL Server, and Oracle |
| <b>CommVault Systems</b><br>732-870-4000<br><a href="http://www.commvault.com">http://www.commvault.com</a>   | Galaxy 4.2                         | Contact vendor for pricing                                | Provides a scalable backup and recovery solution for distributed, heterogeneous environments; certified to manage data on Windows platforms; features a browser interface, policy-based management, and fast granular restores  |
| <b>Computer Associates</b><br>631-342-5224<br>800-225-5224<br><a href="http://www.ca.com">http://www.ca.com</a>   | BrightStor Enterprise Backup 10.5  | Starts at \$4995  | Protects Windows and UNIX platforms and Exchange, SQL Server, Oracle, and SAP R/3 applications; is scalable; provides centralized enterprisewide management, monitoring, and reporting; supports well-known devices and complies with recognized standards  |
| <b>Dantz Development</b><br>925-253-3000<br>800-225-4880<br><a href="http://www.dantz.com">http://www.dantz.com</a>   | Retrospect Multi Server            | \$3500 for multiple servers and unlimited client licenses | Backs up multiple servers and unlimited clients; add-ons support libraries of as many as 500 slots and 8 tape drives; features open-file backup, disaster recovery, Exchange and SQL Server restoration, and proprietary Proactive Backup, which automatically detects and backs up clients and notebooks   |
| <b>HP</b><br>970-635-1000<br>800-752-0900<br><a href="http://www.hp.com">http://www.hp.com</a>  | HP OpenView Storage Data Protector | \$714 for single server edition                           | Supports multivendor OSs, including Windows, Linux, and UNIX; scales from small workgroups to multisite, heterogeneous SAN and NAS environments; supports backup clients (disk agents) and backup device servers (media agents) by extracting application data and backing it up to backup drives and tape libraries  |
| <b>IBM</b><br>512-286-0000<br>877-848-6541<br><a href="http://www-3.ibm.com/software/tivoli/products/storage-mgr">http://www-3.ibm.com/software/tivoli/products/storage-mgr</a> | IBM Tivoli Storage Manager         | Contact vendor for pricing                                | Restores online data from an offline copy in the event of hardware failure, disasters, or human error; uses multiple techniques to minimize data transfer sizes, which makes data backups and restores fast, flexible, and low-impact   |

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| <b>Stratesave Systems</b><br>info@stratesave.com<br>http://www.stratesave.com                        | Stratesave                                  | Contact vendor for pricing                         | Provides organized backup and recovery for local and networked Windows systems; features an automated backup scheme with daily, weekly, and monthly backups; includes scheduling, email notification, remote control, encryption, open-file backup, and disaster-recovery capabilities; can back up to tape, disk, CD-ROM, DVD, Zip disk, and autoloaders; includes backup agents for System State, Active Directory (AD), Exchange, SQL Server, and Microsoft Share-Point Portal Server (formerly code-named Tahoe) |
| <b>Syncsort</b><br>201-930-8200<br>http://www.syncsort.com   | Backup Express                              | Contact vendor for pricing                         | An enterprisewide backup and restore solution that supports any combination of Windows, UNIX, Novell, and Network Data Management Protocol (NDMP)/NAS in a SAN; features a distributed architecture that provides centralized control for all backup and restore functions with one catalog that's accessible through a GUI; supports Novell clusters and all NDMP configurations  |
| <b>UltraBac Software</b><br>425-644-6000<br>http://www.ultrabac.com                                  | UltraBac                                    | \$495  | Features automatic open-file handling, disk or tape operation capability, built-in media cascading, automatic hardware device failover, FTP server support, and SMTP email alerts; lets you back up Exchange, SQL Server, Oracle, Linux, UNIX, and NetWare   |
|  | UltraBac Disaster Recovery (UBDR)           | \$595 per server                                   | Provides image-based backup for quick restore; can recover to bare metal in approximately 15 minutes; can fully script recoveries for automatic operation; you can use as a standalone or concurrently with UltraBac Backup software to write file-by-file and image backups to the same media   |
| <b>VERITAS Software</b><br>650-527-8000<br>800-327-2232<br>http://www.veritas.com                    | VERITAS Backup Exec 9.0 for Windows Servers | Starts at \$795 per server                         | A backup and restore solution for Windows server environments; includes a GUI to consolidate product operations within a browser-like view and a Web-based administration console for Windows Server 2003 and Windows Powered NAS (WPNAS) appliances; features wizards and high-performance agents to simplify data protection and recovery; agents are available for major business applications, including Exchange and Lotus Notes  |
|  | VERITAS NetBackup Professional              | Starts at \$7000 to protect as many as 100 clients | Provides data protection and disaster recovery for all data that resides on employee desktops or laptops, whether the machines are in the office or on the road  |
| <b>Yosemite Technologies</b><br>559-449-8181<br>800-228-9236<br>http://www.yosemite technologies.com | TapeWare 7.0                                | Contact vendor for pricing                         | SAN, NAS, and WAN backup and disaster-recovery software; supports Windows, NetWare, Linux, UNIX, and Sun Microsystems' Solaris systems; supports one-button disaster recovery; agents include Exchange, SQL Server, clusters, and remote client backup; features a Web gateway, data interleaving, a Central License Manager, and unlimited slot-library support   |