

Backup Solution for Service Providers: Acronis vs. Veeam

WHY ACRONIS IS BETTER

All-inclusive, turnkey SaaS solution that includes cloud storage. Veeam only offers software. With Acronis SPs can:

- Preserve time for other business needs. Acronis provides and manages all components of the SaaS solution.
- Deploy quickly and easily, with no backup-server software or special prerequisites required on customer premises.
- Customize storage solution for customers. Cloud storage can be fully managed by Acronis (the default), by you (the service provider), or by any third-party (e.g. public cloud, other local provider, etc.).

20+ platforms supported, all managed from a single console. Acronis lets SPs protect a wider range of environments:

- All major hypervisors: VMware vSphere, Microsoft Hyper-V, Citrix XenServer, Linux KVM, Red Hat Enterprise Virtualization, and Oracle VM Server
- Windows, Linux, Mac
- iPhone, iPad, Android
- Websites

[Systems not supported by Veeam are underlined.]

One web-based console works for both backup and customer management tasks. With Acronis SPs can:

- Perform all data protection tasks with a multi-tenant backup console – with no remote access required to the customer site. With Veeam, multiple, different software tools are needed and there is no unified or web-based interface for all use-cases (e.g. virtualization, physical, Office365). And in most cases, practically speaking, each of the Veeam tools requires separate RDP access.
- Use a single customer/partner management console – for accounts provisioning, user-management, reporting, and other tasks.

Simpler licensing and lower costs. With Acronis SPs can:

- Avoid unnecessary, upfront costs. Pay-as-you-go pricing allows you to grow your data protection portfolio at-will, with no upfront investment or real risk.
- Hit the ground running because almost no training is required. With Veeam, SPs and customers must not only build and maintain a BaaS solution but also invest in training/certification for on-site and support engineers.
- Shorten the sales cycle with simplified licensing. Acronis has just a few SKUs, while Veeam has hundreds.

18 language settings are available for users.

- Language settings are user-based, which is especially useful for multinational organizations.

Free, universal, scalable, software-defined storage software by Acronis. SPs can:

- Increase reliability while saving time and money. With our software-defined storage, Acronis offers a single line of support for all BaaS components – even if SP wants to host storage in their own data center(s).

Any workload to any platform migration and full support for dissimilar hardware recovery. With Acronis SPs can:

- Migrate customer workloads easily to your (the service provider's) data center.
- Avoid installing storage and network drivers manually during dissimilar hardware recovery.

AI-based ransomware protection. With Acronis SPs can:

- Differentiate their BaaS offering with a proactive, advanced solution that fights a rising threat.
- Protect local files from unauthorized modification or encryption.
- Safeguard backup files and software from alteration.

Acronis

- Acronis Backup Cloud
- Acronis Data Cloud

PRODUCTS COMPARED

Veeam

- Veeam Cloud Connect
- Veeam Backup & Replication
- Veeam Availability Console
- Other products with VCSP licenses available

VEEAM SERVICE PROVIDER PAIN POINTS

- No cloud storage or management server hosting, so service providers must invest in data center infrastructure or in IaaS resources, and end-users/customers need additional hardware to host the backup server.
- Cloud backup and recovery operations require staging with customer on-premises storage.
- No web-based interface for data protection tasks means SPs typically must connect to each individual backup server via RDP.
- No unified console requires multiple tools to support different use-cases (e.g. virtualization, desktops, Office 365).
- Limited platform support means multiple solutions from different vendors are required to deliver complete protection.
- Vulnerable to ransomware attacks – e.g., there [have been cases](#) when ransomware did not only encrypt files but also deleted Veeam backups.

FAQS

Veeam offers the Availability Console for SPs. How does Acronis Backup Cloud compare?

Veeam Availability Console is 1) made for business tasks only (e.g. provisioning and billing) and 2) its centralized data protection management is very limited. Meanwhile, the majority of tasks require remote access to Veeam servers on customers' premises.

Acronis Backup Cloud's powerful web-based backup console centralizes management of all data protection tasks for all 20+ supported technologies, including: configuring virtualization platform backup plans; recovering hypervisors, machines, application, and/or files; machine migration; Office 365 mailboxes backup and recovery; and much more.

Veeam's materials state that Acronis offers "backup only" while they offer "business continuity and disaster recovery".

This is not true. In fact, Acronis offers more recovery options than Veeam.

In addition to a range of recovery methods (including instant virtual server restore, file-level recovery, bare-metal restore, any-to-any migration, application-aware recovery, and more) Acronis offers full-featured disaster recovery and file sync and share, all delivered as one, easy-to-use solution managed from a single interface. This comprehensive approach covers all data protection needs.

Comparison Table

Acronis
(Acronis Data Cloud +
Acronis Backup Cloud)

Veeam
(Backup & Replication + Cloud
Connect + Availability Console)

	Acronis	Veeam
Deployment models		
Vendor-hosted (BaaS management server and cloud storage hosted by vendor)	✔	✘
Hybrid (BaaS management server hosted by vendor, cloud storage hosted by service provider)	✔	✘
SP hosted (BaaS management server and cloud storage hosted by service provider)	✔	✔
Service provider-oriented functionality		
Web-based console to provision services	✔	✔
Central data protection management console	✔	Limited
Multi-tenancy	✔	✔
Portal branding	✔	✔
Usage reporting	✔	✔
Supported languages	18	1
Integration with 3rd party business automation systems	Autotask, ConnectWise Automate, ConnectWise Manage, cPanel, Flexiant, HostBill, Kaseya, Odin, Plesk, WHMCS	LabTech, Kaseya
API for custom integrations with provisioning systems	✔	✘
Reseller management	✔	✘
Storage options		
Backup to vendor's cloud	✔ (12 data centers)	✘
Backup to service provider storage	✔	✔
Backup to 3rd party cloud (incl. Amazon S3, Azure)	✔	✔
Local backup	✔	✔
Uses cases		
File-level backup	✔	✔
Application-level backup (application data only)	✔	✘
Full image backup	✔	✔
Backup of NAS devices	✔	✘
Application-aware backup and restore	✔	✔
Recovery on dissimilar hardware	✔	Limited
Migration (P2V,V2V,V2P,etc)	✔	✘
File sync & share	✔	✘
Monitoring and alerting	✔	✔
Centralized backup policies	✔	✔
Backup encryption	✔	✔
Anti-ransomware protection	✔	✘
Disaster recovery to the cloud (Acronis Disaster Recovery Cloud)	✔	✔
Application replication to the cloud (Acronis Disaster Recovery Cloud)	✔	✔
Website backup (files and databases)	✔	✘
Supported environments		
Windows	✔	✔
Linux	✔	✔
Mac	✔	✘
vSphere	✔	✔
Hyper-V	✔	✔
Virtuozzo	✔	✘
Citrix XenServer	✔	✘
Linux KVM	✔	✘
Red Hat Enterprise Virtualization	✔	✘
Oracle VM Server	✔	✘
Office365	✔	✔
Android	✔	✘
iOS	✔	✘

For additional information, please visit www.acronis.com

