Acronis Cyber Cloud vs. Carbonite

Products compared

ACRONIS	CARBONITE
Acronis Cyber Cloud 9.0 Acronis Cyber Backup Cloud 9.0 Acronis Cyber Protect Cloud 9.0	Carbonite Safe 6.3.5 Carbonite Endpoint 360

High-level comparison

Carbonite has been known as a company that offers backup software to end-customer businesses and lacks critical MSP features. Its recent acquisition by OpenText, however, may lead to changes and affect the company's market position. In general, Carbonite offers overly complex, non-flexible licensing and the absence of integrations – plus limited data protection capabilities (especially when it comes to supported systems and cybersecurity).

Acronis Cyber Cloud is a cloud-based platform made specifically for service providers, which offers a suite of cyber protection services.

CARBONITE PAIN POINTS	ACRONIS CYBER CLOUD ADVANTAGES

Not an MSP-ready solution
 	
Carbonite offers almost no service provider-oriented capabilities, dramatically impacting business profitability, productivity and operational efficiency
	A solution made specifically for MSPs
	
	Acronis Cyber Cloud is a platform designed with a service provider's technical and business needs in mind. Unlike Carbonite, it offers:
	
	✔ Integrations with:
	  o RMM and PSA tools: Autotask, ConnectWise (Automate, Manage, Control), Kaseya, SolarWinds (coming soon)
	  o Hosting control panels and billing systems: cPanel, Plesk, WHMCS, HostBill
	  o Marketplace providers: CloudBlue, AppDirect
	✔ A single portal offers access to a suite of services, enabling easy up-sell/cross-sell and seamless switching between the solutions with just a single sign-on
	✔ Reseller management functionality enables MSPs to turn themselves into value-added resellers – and sell beyond the end-client market
	✔ Straightforward pay-as-you-go pricing
	✔ White-labeling option lets MSPs customize the solution and differentiate themselves
	✔ Software in 25 languages, with user-based language settings and easy switching between them

Lacks security-related features needed to prevent data and financial losses With Carbonite, service providers and their customers are exposed to ransomware and other types of attacks, which result in downtime and related costs	**The most secure data protection solution available** Over Carbonite, Acronis Cyber Backup Cloud offers: ✔ The most advanced anti-ransomware technology – it is proactive, AI-based, and automatically recovers files ✔ Self-protection against ransomware – of Acronis software and customer backups ✔ Vulnerability assessments to ensure that all applications and operating systems are up to date and work properly by scanning machines for vulnerabilities

	✔ Automatic blockchain-based backup file notarization
	When upgrading to Acronis Cyber Protect Cloud, service providers and their customers get even more in terms of cybersecurity: ✔ AI-based anti-malware protection of systems ✔ Anti-malware scanning of backups ✔ Data protection maps and compliance reporting ✔ Unified policies for data protection and cybersecurity ✔ Patch management ✔ Automatic endpoint backups before patching ✔ Windows Defender Antivirus and Microsoft Security Essentials management ✔ Forensic data backup ✔ URL filtering

No support for some popular SMB workloads
 	
With Carbonite, service providers loose efficiency – they are forced to work with multiple solutions from different vendors
	Covers a wider range of environments via a single solution
	
	Acronis protects the following systems *NOT* supported by Carbonite:
	
	✔ Virtualization platforms
	    o Citrix XenServer
	    o Linux KVM
	    o Red Hat Enterprise Virtualization
	    o Nutanix AHV
	    o Virtuozzo VMs
	✔ Cloud applications
	    o G Suite
	✔ Applications
	    o Active Directory
	    o SAP HANA database servers
	    o Clustered Microsoft SQL server
	✔ IaaS
	    o Azure VMs
	    o AWS EC2 VMs

The lack of cloud storage options for backups Carbonite lacks certain cloud storage options for multiple use-cases, which can result in lost deals with clients. In addition, service providers that have their own data center resources can't leverage them to store client data.	**Helps to meet client and regulatory requirements with unmatched storage options for backups** Acronis supports the following storage options, which are *NOT* supported by Carbonite: ✔ Service provider cloud storage – for service providers with their own data center infrastructure ✔ Google Cloud and Microsoft Azure – Carbonite cloud storage in Google Cloud and Microsoft Azure is only available for two solutions (Carbonite Safe Server and Carbonite Endpoint Protection) ✔ AWS S3 – Carbonite cloud storage in AWS S3 is only available for Carbonite Safe Server ✔ Software-defined storage by vendor: Acronis Cyber Infrastructure allows service providers to implement scalable and secure storage for backups either in their own data centers (cloud storage for multiple customers) or on customer premises (local backups). This software is available free of charge if used for storing backup archives via Acronis Cyber Cloud.

Acronis

Feature-by-feature comparison

	CARBONITE	ACRONIS CYBER CLOUD
MANAGEMENT SERVER LOCATION		
Vendor's cloud (SaaS)	✓	✓
On-premises (software)	✓	✓
Local appliance	✓	Coming soon
SERVICE-PROVIDER-ORIENTED FEATURES		
Integration with RMM and PSA tools	X	Autotask, ConnectWise (Automate, Manage, Control), Kaseya, SolarWinds MSP (coming soon)
Integration with hosting control panels and billing systems	X	cPanel, Plesk, WHMCS, HostBill
Integration with marketplace providers	X	CloudBlue, AppDirect
Multi-client management portal	✓	✓
A platform for multi-service management	X	✓
Pay-as-you-go pricing	X	✓
White-labeling	X	✓
API for custom integrations	✓	✓
Reseller management	X	✓
Supported languages	English only	25 languages
VARIETY OF DATA SOURCES		
Windows	✓	✓
Linux	✓	✓
Mac	✓	✓
vSphere	✓	✓
Hyper-V	✓	✓
Virtuozzo	X	✓
Citrix XenServer	X	✓ (agent-based)
Linux KVM	X	✓ (agent-based)
Red Hat Enterprise Virtualization	X	✓ (agent-based)
Oracle VM Server	✓	✓ (agent-based)
Nutanix AHV	X	✓ (agent-based)
Android	✓	✓
iOS	✓	✓
Microsoft Office 365	✓	✓
Google G Suite	X	✓
Microsoft Exchange Server	✓	✓
Clustered Microsoft Exchange Server	X	✓
Microsoft SQL Server	✓	✓
Clustered Microsoft SQL Server	✓	✓
Microsoft SharePoint	✓	✓
Microsoft Active Directory	X	✓ (limited)
Oracle Database	✓	✓
SAP HANA	X	✓
Azure VMs	X	✓ (agent-based)
AWS EC2 VMs	X	✓ (agent-based)

VARIETY OF BACKUP STORAGE OPTIONS		
Local disks	✓	✓
Local networked storage	✓	✓
Software-defined storage by vendor	X	✓
Vendor's cloud	✓	✓
Vendor's data center locations	United States, Canada, Europe	Australia, France, Germany, Japan, Singapore, Switzerland, UK, US
Service provider cloud storage	X	✓
Microsoft Azure	Only for Carbonite Endpoint Protection	✓
Google Cloud Platform	Only for Carbonite Safe Server	✓
AWS	Only for Carbonite Safe Server	✓
BACKUP OPTIONS		
File-level backup	✓	✓
Full-image backup	✓	✓
RECOVERY OPTIONS		
Bare-metal restore	✓	✓
Quick bare-metal recovery to dissimilar hardware	✓	✓
File-level recovery	✓	✓
Run VM from image backup	✓	✓
SECURITY		
Proactive ransomware protection	X	✓
Proactive malware protection	X	✓
Automatic files recovery after ransomware attack	X	✓
Self-protection of the software and backups against ransomware and malware	X	✓
Malware scanning of backups	X	✓
AV updates of OS images before recovery	X	✓
Malware scanning of production systems	X	✓
Vulnerability assessment of the systems	X	✓
Patch management	X	✓
Automatic backups of endpoints before patching	X	✓
Data protection maps	X	✓
Compliance reporting	X	✓
File notarization	X	✓
Forensic information in backups	X	✓
URL filtering	X	✓
Two-factor authentication	✓	✓
Backup encryption	✓	✓
MANAGEMENT		
Unified portal for all workloads	X	✓
Backup policies	✓	✓
Unified policies for data protection and cybersecurity	X	✓

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