

Acronis Backup Cloud vs. Ahsay

AHSAY PAIN POINTS	ACRONIS BACKUP CLOUD ADVANTAGES
Complicated, sometimes misleading licensing with hidden costs	<p>Straightforward pay-as-you-go pricing with no hidden costs</p> <p>With Ahsay, costs associated with enabling the BaaS offering and solution maintenance are hardly predictable: you're required to pay for initial system deployment, each software component and module, the ability to brand the solution, technical support, and maintenance as well as third-party IaaS resources to host the solution and cloud storage.</p> <p>Acronis Backup Cloud's licensing is 100 percent pay-per-use with per-GB and per-device options. The licensing has no upfront or hidden costs – all features, technical support, trainings, and marketing support are included.</p>
Customer churn associated with version 7 release	<p>Free, automatic upgrades to new version with Acronis</p> <p>Ahsay forced customers to pay for an upgrade to the newer version of its platform – even those with active maintenance. Meanwhile, the new version had lots of bugs (as per customer reviews), causing customer dissatisfaction and search for a replacement.</p> <p>Because Acronis Backup Cloud is a SaaS solution, partners and end customers get free upgrades and the ability to test new features before they go to production – new versions are available in beta.</p>
Poor partner experience and customer service	<p>Great partnership experience with Acronis</p> <p>According to publicly-available reviews by Ahsay customers, there are numerous complaints about constant attempts to overcharge existing partners as well as the incompetence of support and slow response times.</p> <p>Acronis receives great feedback about partnership experiences and support in general. You can read Acronis Backup Cloud reviews on websites, including Gartner Peer Insights and G2 Crowd.</p>
Complex deployment and maintenance	<p>Minimal administrative overhead for service providers</p> <p>Ahsay offers no cloud storage or SaaS deployment model, so service providers must invest in data center infrastructure or in IaaS resources to deploy the solution. When it comes to maintenance, Ahsay provides particularly granular controls over every aspect of the software, which in many cases causes administrative overhead and requires too many man-hours just to keep it running. Such maintenance and deployment complexity results in a long learning curve, which is also costly in the event of staff rotation because administrators need to know all aspects of the solution in detail.</p> <p>With Acronis, service providers can focus on servicing customers because Acronis maintains all components of the SaaS solution and offers straightforward control over data protection and customer management via a single intuitive web console.</p>
No integration with RMM and PSA tools	<p>Native integration with popular RMM and PSA systems</p> <p>With Ahsay, it's almost impossible to streamline billing and services provisioning. There is no integration with essential SP business automation systems, adding even more administrative overhead.</p> <p>Acronis Backup Cloud integrates with Autotask, ConnectWise Automate, ConnectWise Manage, cPanel, Flexiant, HostBill, Kaseya, Odin, Plesk, and WHMCS. It is also possible to either assimilate systems by leveraging a powerful RESTful management API or enable integration via the Acronis Backup Cloud Application Packaging Standard (APS) package.</p>
No complete Office 365 protection	<p>Complete Microsoft Office 365 protection</p> <p>Ahsay offers protection for Office 365 Exchange mailboxes only.</p> <p>With Acronis, you can protect data in Exchange Online (including In-Place Archives), OneDrive for Business and SharePoint Online.</p>
No protection of customer data and backups against ransomware	<p>The backup industry's most advanced, AI-based ransomware protection</p> <p>Ahsay has no protection against ransomware. This is dangerous because there are cases when ransomware not only encrypts files but also backups.</p> <p>With Acronis Active Protection, you can differentiate your BaaS offering and stop ransomware with the backup industry's most advanced, AI-based anti-ransomware technology. It protects files, backups, and the backup agents in real-time and any files impacted before an attack was deflected are automatically restored.</p>

Quick comparison

	ACRONIS	AHSAY (VERSION 7.17)
BAAS SOLUTION DEPLOYMENT OPTIONS		
Turn-key SaaS (BaaS management server and cloud storage hosted by vendor)	● A turn-key SaaS solution	● Ahsay can only deploy a software instance in Azure for an additional cost. No cloud-storage management is included.
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)	●	●
BACKUP DESTINATIONS		
Vendor's cloud	●	●
Service provider data center	●	●
Public clouds (Google Cloud, Azure, AWS, etc.)	●	●
Local disks, networked storage	●	●
Software-defined infrastructure by vendor	●	●
SERVICE-PROVIDER-ORIENTED FEATURES		
Single line of support for all BaaS components	●	●
Web-based console to provision services	●	●
Central data protection management console	●	●
Multi-tenancy	●	●
Portal branding	●	● At additional cost
Usage reporting	●	● At additional cost
Supported languages	25	20
Integration with 3rd party business automation systems	Autotask, ConnectWise Automate, ConnectWise Manage, cPanel, Flexiant, HostBill, Kaseya, Odin, Plesk, WHMCS	●
API for custom integrations with provisioning systems	●	●
Automatic updates to new software versions	●	●
USE CASES		
File-level backup	●	●
Application-level backup (application data only)	●	●
Full image backup	●	●
Backup of NAS devices	●	●
Application-aware backup and restore	●	●
Easy recovery on dissimilar hardware	●	●
Backup files sharing	●	●
Monitoring and alerting	●	●
Backup encryption	●	●
Ransomware protection	●	●
Disaster recovery 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	●	●
Nutanix AHV	●	●
Android	●	●
iOS	●	●
OFFICE 365		
Exchange Online	●	●
SharePoint Online	●	●
OneDrive for Business	●	●