aws marketplace

Commvault Cloud

Reviews, tips, and advice from real users

Powered by PeerSpot

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Product Recap

Commvault Cloud

Commvault Cloud Recap

Commvault Cloud offers comprehensive data management with strong backup and recovery, security, and compliance across hybrid and multi-cloud setups. Supporting a variety of applications, its cost optimization and integration capabilities enhance data management and infrastructure operations.

Commvault Cloud facilitates seamless data management and protection for organizations dealing with complex IT infrastructures. Its capabilities spread across hybrid and multi-cloud environments, ensuring robust disaster recovery and compliance, while optimizing storage strategies. Extensive application compatibility and integration with IT infrastructure solutions allow for efficient data movement and enhanced security.

What are the key features of Commvault Cloud?

- Backup and Recovery: Reliable data protection across environments.
- Data Management: Seamless operations in hybrid and multi-cloud contexts.
- Disaster Recovery: Comprehensive recovery features.
- Compliance: Ensures adherence to regulatory standards.
- Security: Advanced encryption and threat detection.
- Cost Optimization: Efficient strategies and resource utilization.
- Integration: Supports a wide array of IT applications.

What benefits should be evaluated in reviews?

- Data Security: Protects sensitive information effectively.
- Scalability: Adapts to extensive infrastructure needs.
- Cost Efficiency: Reduces expenses through optimization.
- Simplified Management: Streamlined for better operations.
- Comprehensive Support: Enhances compatibility and usability.

In industries like finance, healthcare, and technology, Commvault Cloud supports the protection of virtual machines, databases, and physical systems. It facilitates Office 365, SQL, and VMware backups, ensuring disaster recovery and compliance, while meeting the demanding storage requirements and safeguarding data integrity per industry standards.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Commvault Cloud has positively impacted me in several key areas: unified backup management across environments, reduced operational overhead, improved ransomware resiliency, faster recovery times, better visibility for compliance, and easier management of hybrid or cloud workloads."

Sanjay Singh Bisht

Assistant Manager at a outsourcing company with 51-200 employees

- "We find the most valuable features in Commvault Cloud to be from the appliances perspective."

Ankit Gagneja

Cloud Solution Architect at Tata Consultancy

- "The most helpful features of Commvault Cloud are its extensive capabilities, as they are in a position to take care of whatever use case presented to it."

Kamal Gulati

Managing Director at ITS Technology Solution Pvt. Ltd.

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"The features I find most helpful in Commvault are its ability to perform incremental backups and significantly reduce backup times for our diverse multi-architecture, multi-environment environment."

Cassandra Cinar

Senior Director Data Center Services at a media company with 5,001-10,000 employees

"The use of hyperscale storage hardware and Commvault software has allowed us to create a large storage pool and achieve significant savings in our back-end storage costs."

Jayme H

Systems Administrator III at a university with 5,001-10,000 employees

"Commvault Cloud provides an excellent solution."

DarshanDivekar

CEO at a computer software company with 51-200 employees

"Commvault Backup & Recovery's search utility is its most valuable feature."

Michael L. Mathews

Vice President for Innovation and Technology at Oral Roberts University

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What users had to say about valuable features:

Commvault is an all-in-one product that is very simple and operational for business use. It has an imaging option and a deduplication option, and our license is per node, which is not limited to storage capacity. We can back up unlimited TBs due to our per node license.

Validated user
Support Engineer at a media company with 1,001-5,000 employees

Read full review

"The feedback from users was phenomenal as they did not encounter any problems with backups, whether from Outlook or other data such as flat files and databases.

The functionality and features of Commvault were much better compared to other solutions.."

Sanjiv Dogra
Sr. Manager mtechnogies at Deloitte

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Commvault Cloud offers a SaaS solution where there is no need for on-premise installations. Customers only need to purchase the solution, and Commvault takes care of everything. Other features include endpoint solutions, integration with Office 365, ransomware protection, archival for long-term retention, and no ingress or egress charges. The security is enhanced with multi-factor authentication, and data can be replicated to different clouds with one on-premise copy.

DarshanDivekar
CEO at a computer software company with 51-200 employees

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"We find the most valuable features in Commvault Cloud to be from the appliances perspective. I mentioned CommServe, which basically orchestrates the overall backup policies for the customers. The features are primarily from the backup and restore perspective, which is a typical use case that we solution for the customer.

"Basically, the public cloud acts as a bigger solution for the on-premise while the on-premise acts as a DR for the public cloud workloads.."

Ankit Gagneja
Cloud Solution Architect at Tata Consultancy

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"The most helpful features of Commvault Cloud are its extensive capabilities, as they are in a position to take care of whatever use case presented to it.

"Commvault Cloud provides features for managing multi-cloud environments.

"Commvault Cloud has deduplication technology as part of its features.."

Kamal Gulati
Managing Director at ITS Technology Solution Pvt. Ltd.

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"Commvault Cloud's best feature in terms of protection is that it provides data protection and accomplishes its job effectively. It offers a unified approach to backup across all environments, including on-premises, public cloud, and SaaS applications such as M365 and Salesforce. I also use it for virtual machines and databases.

"The unified protection approach helps my team manage different environments effectively. Before Commvault Cloud, I used a separate VM backup tool to protect the VMware environment. For database backup, I had to use the native tool or backup scripts. For the cloud part, I had to use the native AWS or Azure cloud tools. After moving to Commvault Cloud, a single policy or a set of backup policies is applied across virtual machines, databases, workloads, and cloud workloads. I can protect my environments, which reduces manual configuration errors. Regarding visibility, it provides one dashboard to manage and centralize monitoring of all workloads. It is very easy to track backup success or failure. I can see the SLA compliance and storage usage without needing to jump between tools to check or have visibility of it. Regarding the recovery experience, the recovery time has been reduced drastically by using Commvault Cloud. It has simplified cloud management and provides easier manageability to manage retention policies, encryption policies, and compliance rules. This helps reduce operational workloads.

"Commvault Cloud has impacted me very positively. It simplifies and unifies data protection across hybrid workloads. Instead of managing multiple backup tools for virtual machines, databases, and SaaS applications, I now have a single platform with consistent policies and centralized visibility. This has really reduced my operational complexity and improved backup reliability. Regarding the cyber resiliency posture, the immutable backups and ransomware recovery workflow give me greater confidence in recovering quicker from potential risks. Commvault Cloud has positively impacted me in several key areas: unified backup management across environments, reduced operational overhead, improved ransomware resiliency, faster recovery times, better visibility for compliance, and easier management of hybrid or cloud workloads.."

Sanjay Singh Bisht

Assistant Manager at a outsourcing company with 51-200 employees

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Other Solutions Considered

"We have evaluated other solutions in the market, but due to the functionalities and features offered by Commvault, we opted to use it despite the higher price.."

Sanjiv Dogra
Sr. Manager mtechnogies at Deloitte

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"We evaluated Veeam backup as an alternative. Commvault Cloud provided better pricing at the time, along with ransomware protection and deduplication. Additionally, at our time of evaluation, Veeam did not support mixed backups, which was a consideration for us.."

Chethana Kahandugoda
CIO / Senior Deputy General Manager at Lb

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"We previously used Aksel backup, but we faced challenges with VM level backups and required protection against ransomware, which Commvault Cloud provided. The ArcServe backup software did not have these features, and as a result, we switched to Commvault Cloud.."

Chethana Kahandugoda
CIO / Senior Deputy General Manager at Lb

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"Our primary backup solution has been Commvault, although different teams have utilized IBM Tivoli and other capabilities like Rubrik in the past. Commvault's stability and cost-effectiveness have solidified its position as our preferred choice.."

Cassandra Cinar
Senior Director Data Center Services at a media company with 5,001-10,000 employees

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"The main difference between Commvault Cloud and Veeam is that Commvault Cloud is much more real cross-platform and multi-cloud, designed for a real, exhaustive, real cross-platform, cross-cloud environment, evident in terms of a single pane of window. Veeam is more geared towards different types of use cases, as Veeam has naturally been for virtual environments and has been shaping up quite reasonably for cloud, being much simpler in terms of usability compared to Commvault Cloud.."

Kamal Gulati
Managing Director at ITS Technology Solution Pvt. Ltd.

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"We previously used Dell Avamar Data Protection Software but it did not have a viable immutable backup copy option, so Air Gap Protect was the reason we switched to Commvault Cloud.

I've been doing this for about 30 years, and I've used a lot of backup packages, but Commvault Cloud for backup & recovery is the most impressive one I've ever used. Its breadth of support, stability, and configurability are years ahead of what I've seen in other products. It's more than just a backup and restore product; it's a cyber resilience product that we find new ways to use all the time, especially with our Azure migration. We're able to move data into Azure using Commvault a hundred times faster than any other method that the DBAs or server admins could find. There are several technical reasons for this. Commvault Backup & Recovery is simply light years ahead of any other backup and recovery solution I've seen.."

Matt Reller

Principal Platform Engineer Storage/Backup at a manufacturing company with 10,001+ employees

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ROI

Real user quotes about their ROI:

"Preventative measures against outages limit their impact on customers, thereby maintaining near-perfect SLAs. This translates to increased customer satisfaction and minimal business disruption, which essentially constitutes our return on investment.."

Cassandra Cinar
Senior Director Data Center Services at a media company with 5,001-10,000 employees

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"It has helped us with our total cost of ownership with some of the newest features such as live recovery. It has caused our RTOs and RTOs to drop, so it has helped with our total cost of ownership.."

Validated user
KGS Hosting Architect at a energy/utilities company with 10,001+ employees

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"The major ROI was using simple storage instead of expensive high-end storage for backup. It is more compliance-related, and we utilize cloud backups for redundancy and compliance purposes. We have not seen significant ROI from the backup solution as a whole.."

Chethana Kahandugoda
CIO / Senior Deputy General Manager at Lb

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"A backup product does not typically have a direct return on investment. However, its value can be difficult to quantify in terms of dollars. For example, on January 1st we began migrating our 100 petabyte environment with 4,000 clients to Azure. Commvault saved our bacon by enabling us to move the data to Azure 50 to 100 times faster than we could have done on our own. What would have taken us three months, Commvault was able to do in 48 hours. So, while it is difficult to quantify the ROI of our backup product in terms of dollars, it has been invaluable in other ways.."

Matt Reller
Principal Platform Engineer Storage/Backup at a manufacturing company with 10,001+ employees

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“We have never run the numbers, but I know intuitively that what we spend is well offset by the time we save on restores and admin time. It's money well spent.

It's valuable to us because we are confident that we can get the data back when we need it. There are definitely business savings from not having to struggle to return services to normal. Whenever somebody comes to us and needs data, we always have it for them.

Commvault has greatly reduced our downtime. If we have a server that has an issue, we're not opposed to rolling back to a previous backup point after a couple of minutes of discussion about our options. Usually, the decision is to just restore that virtual machine, and we'll have you back up and running in five to 10 minutes..”

Validated user

Infrastructure Manager at a construction company with 1,001-5,000 employees

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"I have experienced measurable outcomes and organizational improvements in several areas. In terms of faster recovery time, before Commvault Cloud, full system recovery used to take hours to perform a complete system restore. After Commvault Cloud, this has been reduced to minutes or an hour using automated recovery workflows. The recovery time has improved by sixty to eighty percent, which totally depends on the type of workload, but especially for virtual machines and databases, the recovery timing has been improved significantly.

"In terms of time saved in backup operations, there is a reduction in manual backup scripting and monitoring. The centralized backup policy automation has reduced my administrative efforts by twenty to forty percent. The onboarding of new workloads is now faster.

"Regarding storage and infrastructure efficiency, I have optimized backup retention and deduplication. There is a thirty to forty percent reduction in data infrastructure overhead, which varies from environment to environment.

"Downtime has been reduced because Commvault Cloud provides faster restores during business disruption. Unplanned downtime impact has been reduced due to faster and more reliable recovery workflows.

"Regarding cost optimization, I would not characterize it as a direct saving, but it can be called an indirect saving because instead of purchasing multiple backup tools, I can now use one tool to manage or back up all environments. The licensing has been reduced, operational efficiency and operational overhead have been reduced, and there is lower dependency on manual intervention.."

Sanjay Singh Bisht
Assistant Manager at a outsourcing company with 51-200 employees

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Use Case

"We are using Commvault Cloud to back up a VM. We mainly use VM backup. We have kept our storage backups so that in case of a disaster or test environment, we should be able to recover within fifteen to twenty minutes. This is our benchmark.."

Chethana Kahandugoda
CIO / Senior Deputy General Manager at Lb

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I provide solutions using Commvault Cloud for multiple purposes such as endpoint backups, server backups, databases, cybersecurity solutions, and healthcare. The use cases depend on the customer, including Metallic, a cloud-based solution, tailored according to individual requirements.

DarshanDivekar
CEO at a computer software company with 51-200 employees

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"Our company integrates Commvault Cloud, a backup and recovery software solution, for customers. While Commvault Cloud itself resides in the cloud, each customer has the flexibility to choose their preferred cloud provider.."

DavidSQUELBUT
Project Director at ANVOLE

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"We have used the Commvault solution to take mobile backups from our client locations. We had multiple data sites where data was not scattered in a distributed mode, and we utilized the Commvault client with all the users.

We started collecting data from their machines to the centralized server. We especially used Commvault to back up Outlook and flat files, as well as databases like MS SQL and SQL using native services. For other databases, we used Commvault.."

Sanjiv Dogra
Sr. Manager mtechnogies at Deloitte

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"Commvault Cloud's main core use case is backup and recovery for protecting on-premises workloads, databases, the file system, NAS, and on-premises infrastructure. Another primary use case is immutable backups to protect from ransomware attacks, with air-gapped or isolated copies also providing ransomware protection.

"I use Commvault Cloud for VMware to protect virtual workloads, virtual machines, and databases, including mission-critical databases such as SQL Server.

"I use it for my backup environment to protect workloads.."

Sanjay Singh Bisht
Assistant Manager at a outsourcing company with 51-200 employees

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"I work with a variety of backup solutions including Commvault, Avamar, Rubrik, and similar tools. I am part of Tata Consultancy Services where we pitch all these solutions to customers from the backup perspective while the overall solution revolves around how we are transforming the overall IT estate for the customers. This is a subpart of it, but we do deal with the backup solutions as a solution for the customers.

"I have been dealing with Commvault Cloud for about four or five years and have been selling solutions around Commvault.

"When it comes to recommending Commvault Cloud, it varies from manufacturing to retail. We usually deal with all the enterprise customers with petabyte scale of data in the environment. Wherever we have reliance RTO and RPO requirements from the customers for shipping the backup copies to the cloud, we leverage different components from Commvault. For example, we basically keep the CommServe in one of the cloud environments to have the policy orchestrations and all that. To ensure that whenever required, we can restore from the latest backups using Commvault Cloud onto the public cloud environments while the primary workloads are running on-premise. This is one scenario, but it spans across the industries and across the size of the customers where we leverage all these enterprise solutions, typically for the production workloads. We also leverage the cloud-native solutions from the respective hyperscalers for the non-production workloads to ensure that we are saving on the license costs while achieving the compression and dedupe capabilities from tools such as Commvault.."

Ankit Gagneja
Cloud Solution Architect at Tata Consultancy

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"I was not involved technically in the initial setup. I was involved in the evaluation process, and subsequently, my team handled the implementation and deployment with our partners. The setup took approximately three to four months and involved minor implementation challenges.."

Chethana Kahandugoda

CIO / Senior Deputy General Manager at Lb

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"The solution was easy for us to implement because we have been working with Commvault for many years, and we know what to do. The initial setup alone will that approximately two weeks. The longer portion is buying the hardware and setting it up.

I rate the initial setup of Commvault HyperScale X a three out of five.."

Vladan_Kojanic

Customer Project Manager at IIJ

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"The initial deployment was straightforward, except for some network connectivity issues related to specific aspects of connectivity, e.g., bandwidth, latency, and routing. Thankfully, there were no significant problems with the tool itself.

Our strategy was to be able to connect globally, from our data centers to our cloud solution.

Our deployment involved six individuals: two working on AWS, two on-premises, and two at the disaster recovery site.."

Cassandra Cinar

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Senior Director Data Center Services at a media company with 5,001-10,000 employees

"It was originally on-premises. They have since come out with the cloud version, and we are migrating to it right now. It should be done by the fifteenth of March, which will make it a lot easier because before, I had to buy hardware and deploy assets across my environment. Having a cloud solution is a much better model for me.

The deployment for the cloud one has been good so far. It has been going fairly well. We are on-prem, and we are moving to the cloud. I do not know if it would be different if I was deploying the cloud only and I had never deployed it before. I would imagine it would be easier than what I did in the past with on-premise equipment. I was building servers and VMs and allocating those types of resources to run this environment.."

Validated user

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CISO at a manufacturing company with 5,001-10,000 employees

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"The initial deployment of Commvault Cloud is straightforward. The cloud version is much easier than the on-prem one because Commvault has reduced the product to the primary use for end users.

Commvault Cloud deployment time varies depending on what you're backing up. Simple setups, like backing up Microsoft Mailbox or SharePoint, can be done in one to two hours, while more complex on-premises installations for VMs or servers might take half a day up to one day.

Two to three people are required for the deployments. This includes one person from the customer's IT department and an end user of the application.."

DavidSQUELBUT
Project Director at ANVOLE

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"The deployment was of mixed complexity. The basic functions are straightforward, but the architectural aspects of laying everything out are more flexible, which has its pros and cons. On the one hand, this flexibility is a benefit, but on the other hand, it can lead to a learning curve from an architectural, deployment, and infrastructure standpoint. Once the infrastructure is in place, the rest is easy.

The number of people required for deployment depends on the size of the environment. We have five people on our team currently, one of whom is part-time. I and another team member have extremely deep experience and understanding of the architecture. We deployed and designed the architecture of our tape libraries, physical hardware, and so on. From that point on, four of us migrated 4,000 clients to Commvault Cloud in about six months.."

Matt Reller

Principal Platform Engineer Storage/Backup at a manufacturing company with 10,001+ employees

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Customer Service and Support

I would rate the customer support five out of ten. Customer support has very closed departments, requiring us to shuffle between them to get one thing done because representatives have limited accessibility. We need to go through multiple layers, which is inconvenient for us as end users.

Validated user
Support Engineer at a media company with 1,001-5,000 employees

Read full review

"We don't send many support tickets because Commvault is very reliable. We mainly handle user inquiries about how to use the product, conduct regular quarterly reviews, and provide dedicated technical account management.."

Cassandra Cinar
Senior Director Data Center Services at a media company with 5,001-10,000 employees

Read full review

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"I would rate the technical support provided by Commvault from 1 to 10. I do not come from the delivery background but from the solution architect background, so I sell the solution to the customers. At the pre-sale cycle, we have spocks aligned from Commvault with whom we get in touch, and they provide all the required support that we need.."

Ankit Gagneja
Cloud Solution Architect at Tata Consultancy

Read full review

"Technical support is excellent. We have ESP support, so we go to the top of the list whenever we call. Their response time has been excellent. We've been very happy with the level of knowledge of the support personnel. While we occasionally encounter someone who doesn't know what they're doing, the overall level of knowledge has been impressive. Our turnaround time from opening a call to receiving a call back has been fabulous.."

Matt Reller
Principal Platform Engineer Storage/Backup at a manufacturing company with 10,001+ employees

Read full review

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"In the past, support has been phenomenal, and the people at Commvault have been very supportive.

However, recently, due to time zone differences, it has taken a lot of time to connect in real time with support staff. There is an issue in finding customer support services within India.."

Sanjiv Dogra
Sr. Manager mtechnogies at Deloitte

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"I am reasonably satisfied with Commvault Cloud's technical support team; however, the primary aspect is the number of people on the ground, which is limited, and the number of people who know Commvault Cloud is lesser compared to Veeam.

"If I have an issue, it will indeed take more time to receive a response because they have limited resources, but otherwise, Commvault Cloud has reasonable support, although they will not come on-site and it will be remote support.."

Kamal Gulati
Managing Director at ITS Technology Solution Pvt. Ltd.

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Other Advice

Commvault Cloud provides an excellent solution. Users get a single pane of dashboard to manage the entire backup infrastructure across different locations. My overall rating for Commvault Cloud would be nine out of ten.

DarshanDivekar
CEO at a computer software company with 51-200 employees

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We will recommend Commvault because it is stable and an all-in-one solution. Users can perform multiple types of backups from different sources. I rate the overall solution as an eight out of ten.

Validated user
Support Engineer at a media company with 1,001-5,000 employees

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“ I rate Commvault Cloud eight out of 10. It's easy to use. We've used Commvault before, so we know they're good. We haven't had any problems with it or any issues with the setup.”

Nick Martin
Works at a legal firm with 501-1,000 employees

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“I would rate Commvault Cloud nine out of ten. Commvault Cloud is one of the

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best backup products I have used. When I install Commvault Cloud in a customer's organization, I never worry about it not working. It helps me sleep at night.

We handle Commvault Cloud maintenance for our customers, ensuring smooth operation. While issues are rare, we often assist customers with restoring data, as infrequent use can lead to forgetting the process. Additionally, we perform biannual agent upgrades to maintain optimal performance.

I recommend Commvault Cloud to others. ."

DavidSQUELBUT
Project Director at ANVOLE

Read full review

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"Commvault Cloud is quite a mature product that I would advise others considering it to explore.

"My advice to others is to start by clearly mapping data protection requirements across all environments, including on-premises and cloud, because the platform is most valuable when used as a unified strategy rather than a point solution. It is also important to invest time upfront in designing policies and planning, especially around retention, ransomware protection, and protecting critical systems such as Microsoft SQL and Oracle databases. This generally helps in avoiding complexity. I would also recommend getting training for Commvault Cloud, as it can help you learn about each feature.

"Commvault Cloud is quite interactive, but I think there are some areas which can be improved for future versions, such as clarifying the early scopes and reducing the repetition of several questions, as some questions were repeated multiple times. I would appreciate more scenario-based questions. I would also recommend separating technical evaluation questions from business evaluation questions.

"I would rate this review an eight out of ten.."

Sanjay Singh Bisht
Assistant Manager at a outsourcing company with 51-200 employees

Read full review

"I would assess the flexibility of Commvault Cloud in supporting cloud-based and on-premises deployments by saying that the components more or less remain the same. It depends on how many workloads that we are running onto the cloud. Whether to use production or whether to use Commvault solutions for the production workloads or take them to the non-production. We typically look for how much data storage that we need to protect via Commvault. Whether we are achieving a business case and bringing in cost-saving for the customer if the data size is too high from the non-production workloads as well. We typically go on and propose to the customer to leverage Commvault for the non-production workloads

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as well. For hybrid cloud customers, we have environments across on-premise and cloud. They have their virtual appliances running on Commvault in public cloud as well as the on-premise workloads. They typically use public cloud as a failover to the on-premise environment while they use on-premise for the workloads that are running on the public cloud.

"To evaluate Commvault Cloud disaster recovery performance, we look for features including deduplication and how much data that we are saving and whether the cost saving comes from the actual FET that we get out of Commvault. FET is basically how much data that we need to back up using Commvault solution. Plus we look at how many licenses that we require. Competitors charge for per-VM based licenses. In Commvault we have VM-based licensing as well. I am not too sure with respect to how many licenses that we need for the file storage. These are the evaluation criteria when we are assessing what backup solution to go ahead with.

"The product is competitive when it comes to the pricing. It is pretty much in line with the partner solutions.

"I usually recommend other solutions instead of Commvault Cloud. We face a variety of customers where the customers already have solutions running in their environment. If not, if a customer wants a different solution, if they are moving from legacy systems to the cloud and there is a need to propose a new solution, then we go ahead with new backup data protection solutions. Otherwise, whatever that is running in the customer's environment and they are pretty much happy with it, we go ahead with the same solution for the customers.

"I would rate this review overall as an eight out of ten.."

Ankit Gagneja
Cloud Solution Architect at Tata Consultancy

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Company Size

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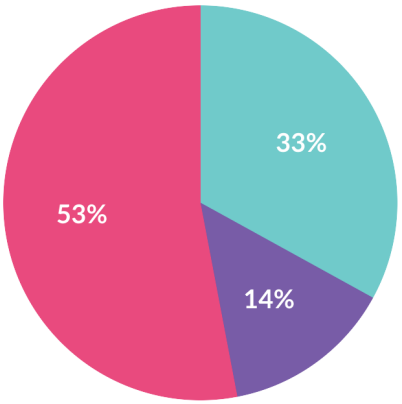

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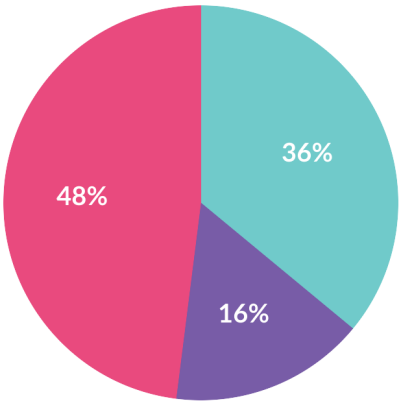

Large Enterprise Midsize Enterprise Small Business

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