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SoftwareReviews  
A Division of Info-Tech Research Group

DATA QUADRANT REPORT

# Email Backup

296

Reviews

12

Products Included

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## How to Use the Report

Info-Tech’s Data Quadrant Reports provide a comprehensive evaluation of popular products in the Email Backup market. This buyer’s guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech’s Product Scorecard.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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# Software Directory

## Email Backup Software

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.

## Email Backup Software

 **Acronis Cyber Protect Email Backup**

 **AppRiver Email Continuity**

 **Arcserve Unified Data Protection**

 **BackupAssist**

 **Backup Exec**

 **Barracuda Message Archiver**

 **BDRSuite**

 **CloudAlly G Suite Backup**

 **CloudAlly Microsoft 365 Backup**

 **Code42 Backup + Restore**

 **CodeTwo Backup for Exchange**

 **Dropsuite Email Backup**

 **Gmvault Gmail Backup**

 **Kernel for Exchange**

 **MailStore Server**

 **Metallic Backup**

 **Mimecast Sync & Recover**

 **Ontrack PowerControls**

 **OzHosting Email Backup**

 **Spinbackup for G Suite**

 **Spinbackup for Office 365**

 **StorageCraft Granular Recovery for Exchange**

 **SyncBackPro**

 **SysTools Gmail Backup**

 **Upsafe Cloud Backup for Business**

 **Veeam Backup for Microsoft 365**

 **Veeam Explorers for Microsoft**

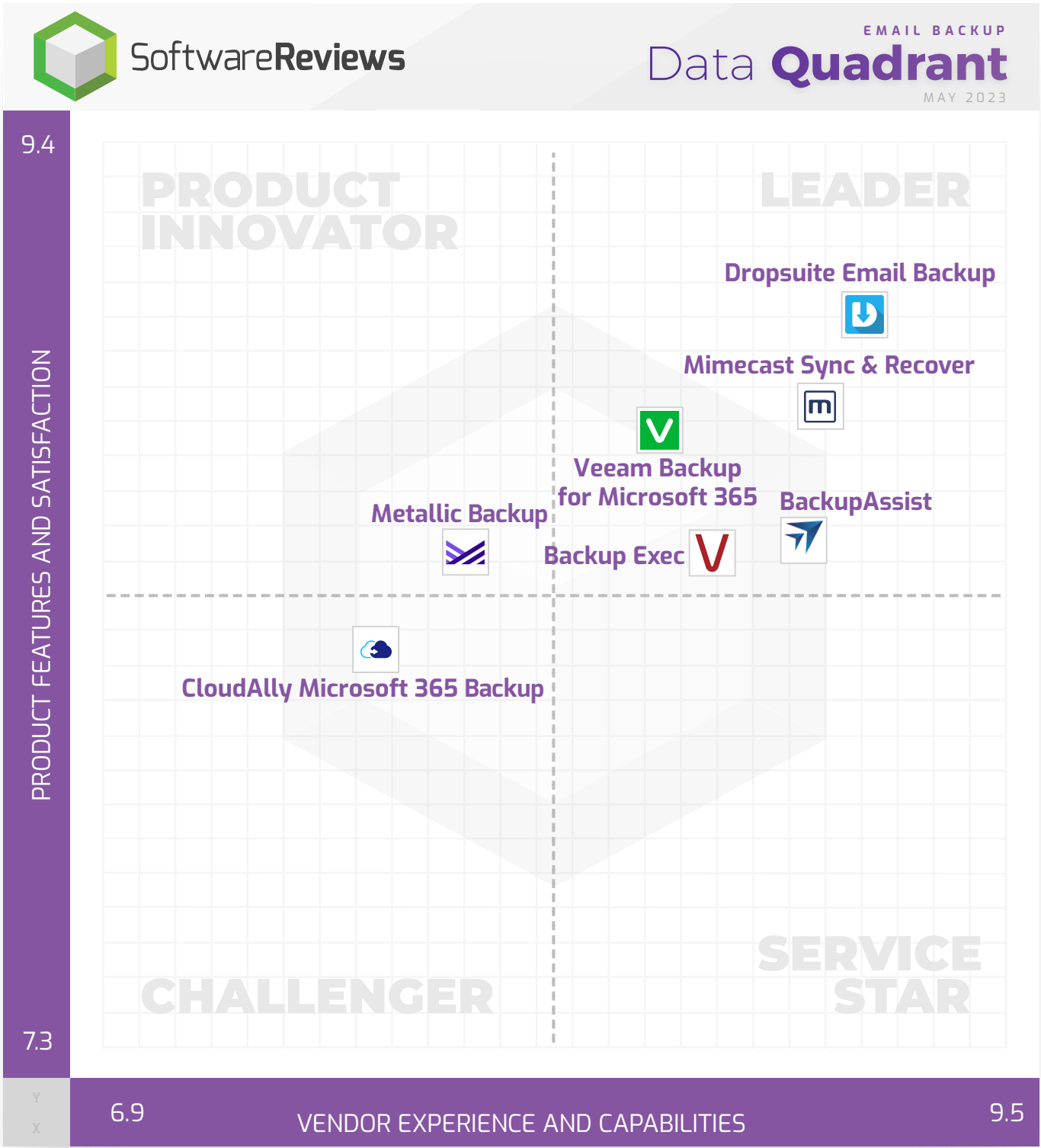


SOFTWARE REVIEWS

Data Quadrant



Assess vendor and product performance at a glance and use the SoftwareReviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.



# EMAIL BACKUP

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

## The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

### Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

### Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).































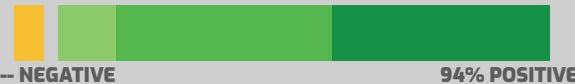



**Note:** The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.



# Category Overview

This page provides a high level summary of product performance within the Email Backup category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).







Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	 Dropsuite Email Backup	9.1/10	+97 	 <div><div></div>NEGATIVE<div></div>97% POSITIVE</div>	86%	86%	95%	48
	 Mimecast Sync & Recover	8.9/10	+94 	 <div><div></div>NEGATIVE<div></div>95% POSITIVE</div>	86%	87%	89%	27
3	 BackupAssist	8.7/10	+95 	 <div><div></div>NEGATIVE<div></div>96% POSITIVE</div>	84%	80%	88%	24
4	 Veeam Backup for Office 365	8.6/10	+87 	 <div><div></div>4% NEGATIVE<div></div>91% POSITIVE</div>	82%	85%	89%	39
5	 Backup Exec	8.5/10	+91 	 <div><div></div>3% NEGATIVE<div></div>94% POSITIVE</div>	81%	83%	84%	43
6	 Metallic Backup	8.1/10	+76 	 <div><div></div>7% NEGATIVE<div></div>83% POSITIVE</div>	80%	83%	85%	22
7	 CloudAlly Microsoft 365 Backup	7.8/10	+72 	 <div><div></div>4% NEGATIVE<div></div>76% POSITIVE</div>	78%	80%	82%	33
AVERAGE SCORES		8.5/10	+87 	 <div><div></div>3% NEGATIVE<div></div>90% POSITIVE</div>	82%	83%	87%	34
PRODUCTS WITH INSUFFICIENT DATA								
--	 SyncBackPro	9.0/10	+98 	 <div><div></div>NEGATIVE<div></div>98% POSITIVE</div>	87%	86%	88%	18
--	 CloudAlly G Suite Backup	8.8/10	+93 	 <div><div></div>NEGATIVE<div></div>94% POSITIVE</div>	85%	86%	90%	13
--	 Spinbackup for G Suite	9.5/10	+98 	 <div><div></div>NEGATIVE<div></div>98% POSITIVE</div>	93%	93%	94%	11

# Category Overview

This page provides a high level summary of product performance within the Email Backup category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	PRODUCTS WITH INSUFFICIENT DATA							
--	 Veeam Explorers	7.9/10	+80 	 <div>4% NEGATIVE84% POSITIVE</div>	80%	78%	77%	10
--	 BDRSuite	9.3/10	+100 	 <div>-- NEGATIVE100% POSITIVE</div>	91%	89%	92%	8

# Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Mimecast Sync & Recover	86%	89%	80%	88%	84%	90%	83%	87%	86%	85%	82%	88%
Dropsuite Email Backup	86%	89%	85%	85%	87%	86%	87%	86%	83%	86%	82%	87%
BackupAssist	84%	86%	84%	83%	84%	80%	81%	84%	83%	83%	88%	84%
Veeam Backup for Microsoft 365	82%	82%	81%	84%	81%	79%	84%	83%	86%	80%	77%	85%
Backup Exec	81%	84%	83%	81%	81%	81%	82%	81%	80%	81%	77%	84%
Metallic Backup	80%	84%	84%	89%	78%	81%	73%	86%	77%	82%	76%	74%
CloudAlly Microsoft 365 Backup	78%	80%	80%	79%	71%	78%	75%	81%	81%	75%	80%	79%
CATEGORY AVERAGE	82%	85%	82%	84%	81%	82%	81%	84%	82%	82%	80%	83%

PRODUCTS WITH INSUFFICIENT DATA												
SyncBackPro	87%	92%	83%	86%	94%	89%	88%	84%	87%	82%	88%	85%
CloudAlly G Suite Backup	85%	86%	85%	88%	79%	90%	77%	86%	86%	85%	84%	86%
Spinbackup for G Suite	93%	99%	89%	95%	96%	89%	91%	98%	98%	89%	88%	93%

# Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
CATEGORY AVERAGE	82%	85%	82%	84%	81%	82%	81%	84%	82%	82%	80%	83%
PRODUCTS WITH INSUFFICIENT DATA												
Veeam Explorers for Microsoft	80%	81%	81%	74%	75%	91%	78%	84%	80%	75%	78%	82%
BDRSuite	91%	96%	92%	90%	85%	93%	89%	90%	95%	90%	88%	95%



# Vendor Capability Satisfaction

## Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Email Backup software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization’s needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.
Breadth of Features	Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.
Product Strategy and Rate of Improvement	Purchasing software can be a significant commitment, so it’s important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don’t stay on top of emerging needs and trends won’t enable you to meet your business goals. Use the data in this section to separate innovators from imposters.
Usability And Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users’ technical ability to determine how important UX is in your purchase.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

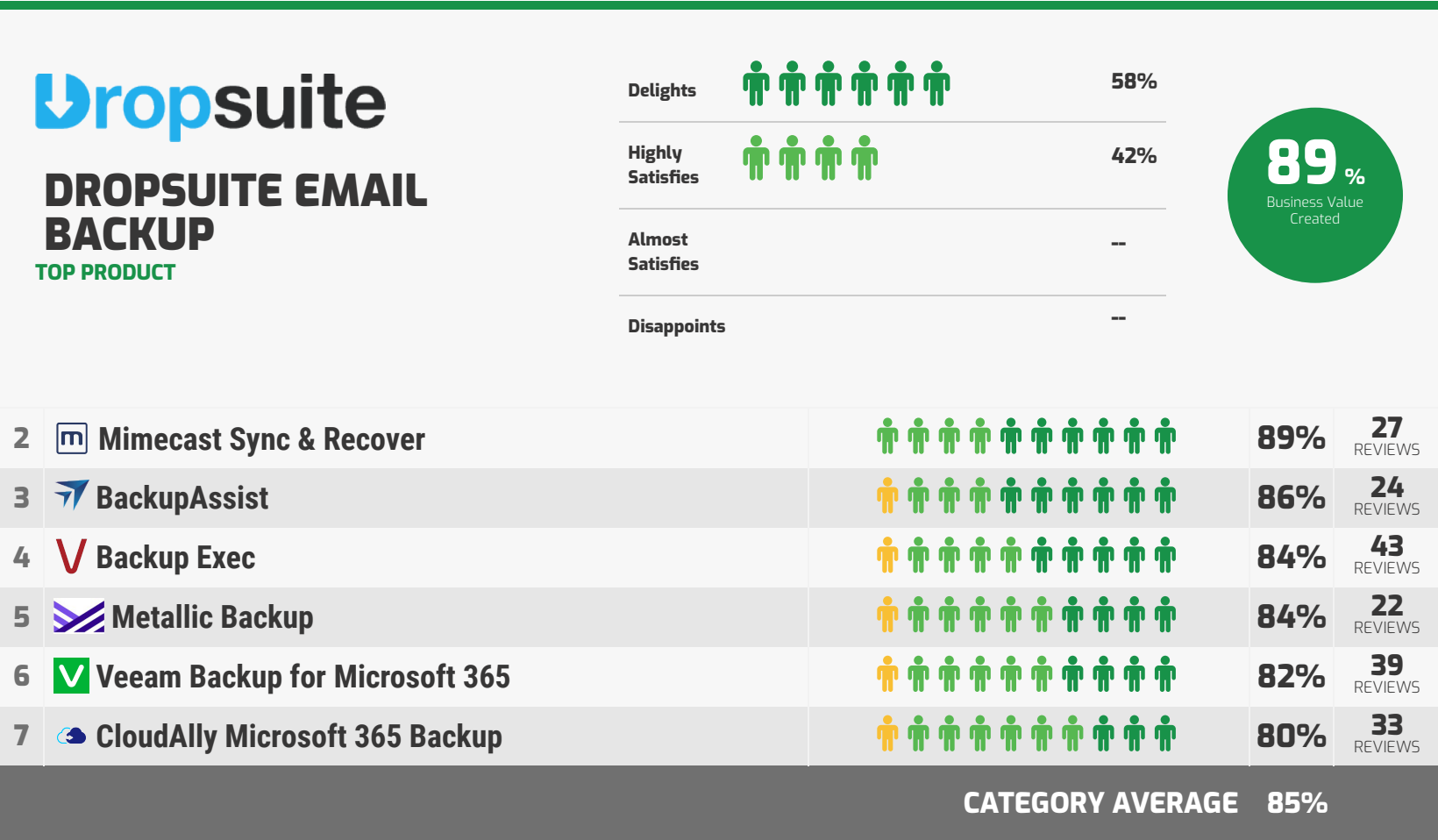
Vendor Support	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.
Ease of Data Integration	The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.
Ease of Administration	Administrative interfaces don’t get the same attention as those built for end users, but they shouldn’t be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.
Ease of Customization	Out-of-the-box functionality often isn’t enough, especially for niche or industry-specific software, and the reason you’re buying rather than building is to save time and money in the first place. Don’t get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.
Availability and Quality of Training	Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.
Ease of Implementation	Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.



PRODUCTS WITH INSUFFICIENT DATA

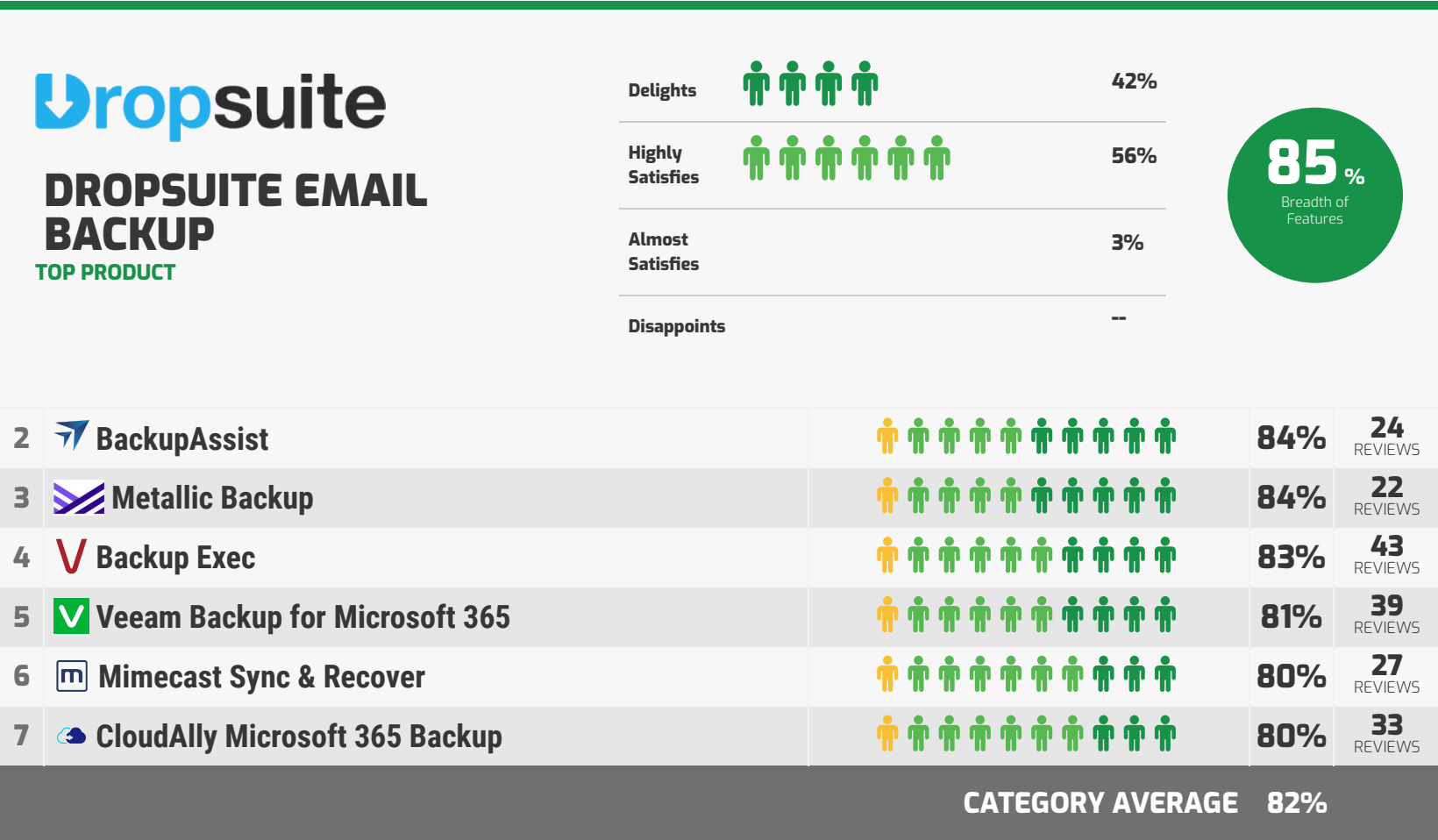
--	 SyncBackPro		92%	18 REVIEWS
--	 CloudAlly G Suite Backup		86%	13 REVIEWS
--	 Spinbackup for G Suite		99%	11 REVIEWS
--	 Veeam Explorers for Microsoft		81%	10 REVIEWS
--	 BDRSuite		96%	8 REVIEWS

# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.



PRODUCTS WITH INSUFFICIENT DATA

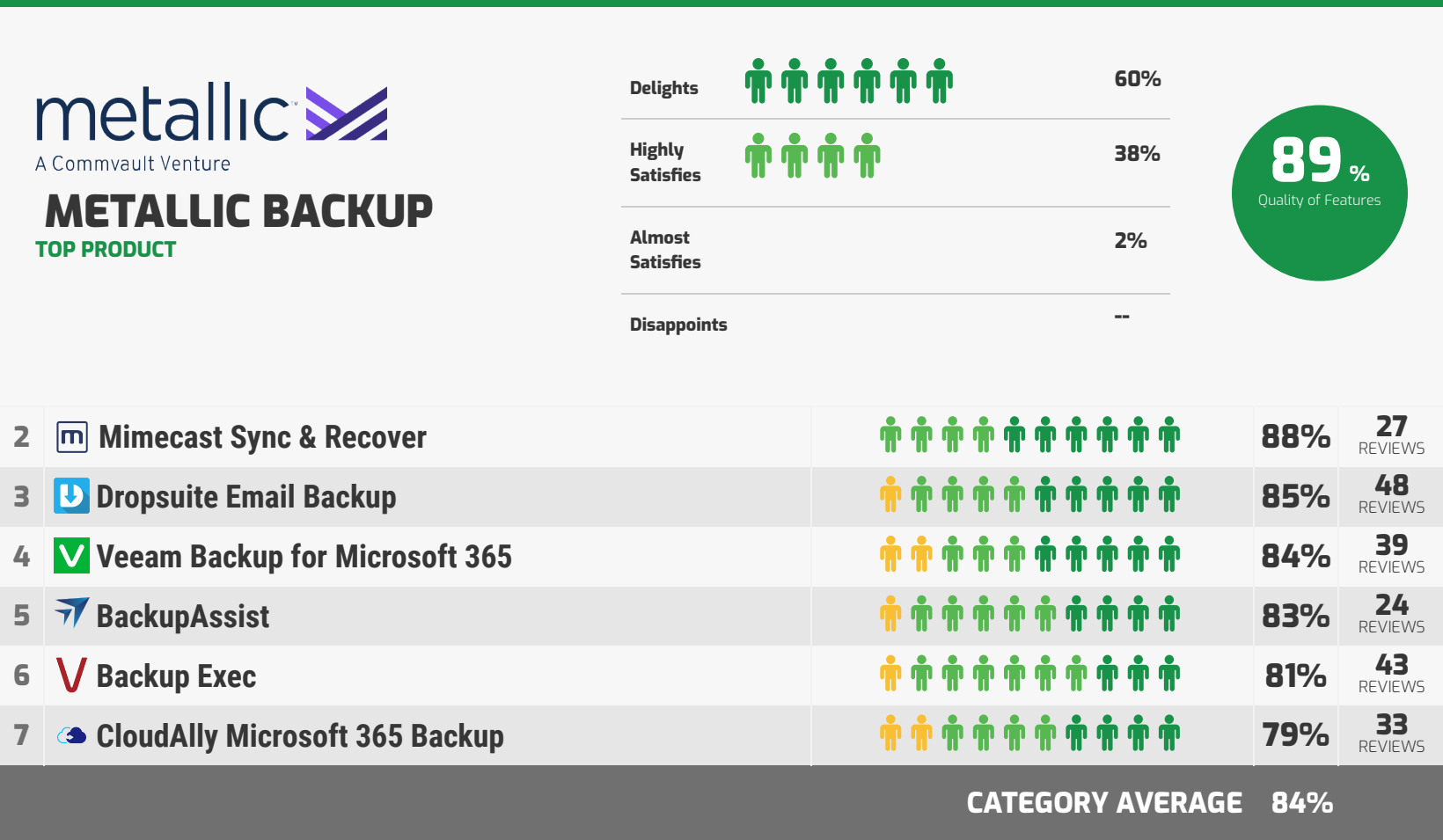
--	 SyncBackPro		83%	18 REVIEWS
--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 Spinbackup for G Suite		89%	11 REVIEWS
--	 Veeam Explorers for Microsoft		81%	10 REVIEWS
--	 BDRSuite		92%	8 REVIEWS

# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Quality of Features

Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.



PRODUCTS WITH INSUFFICIENT DATA

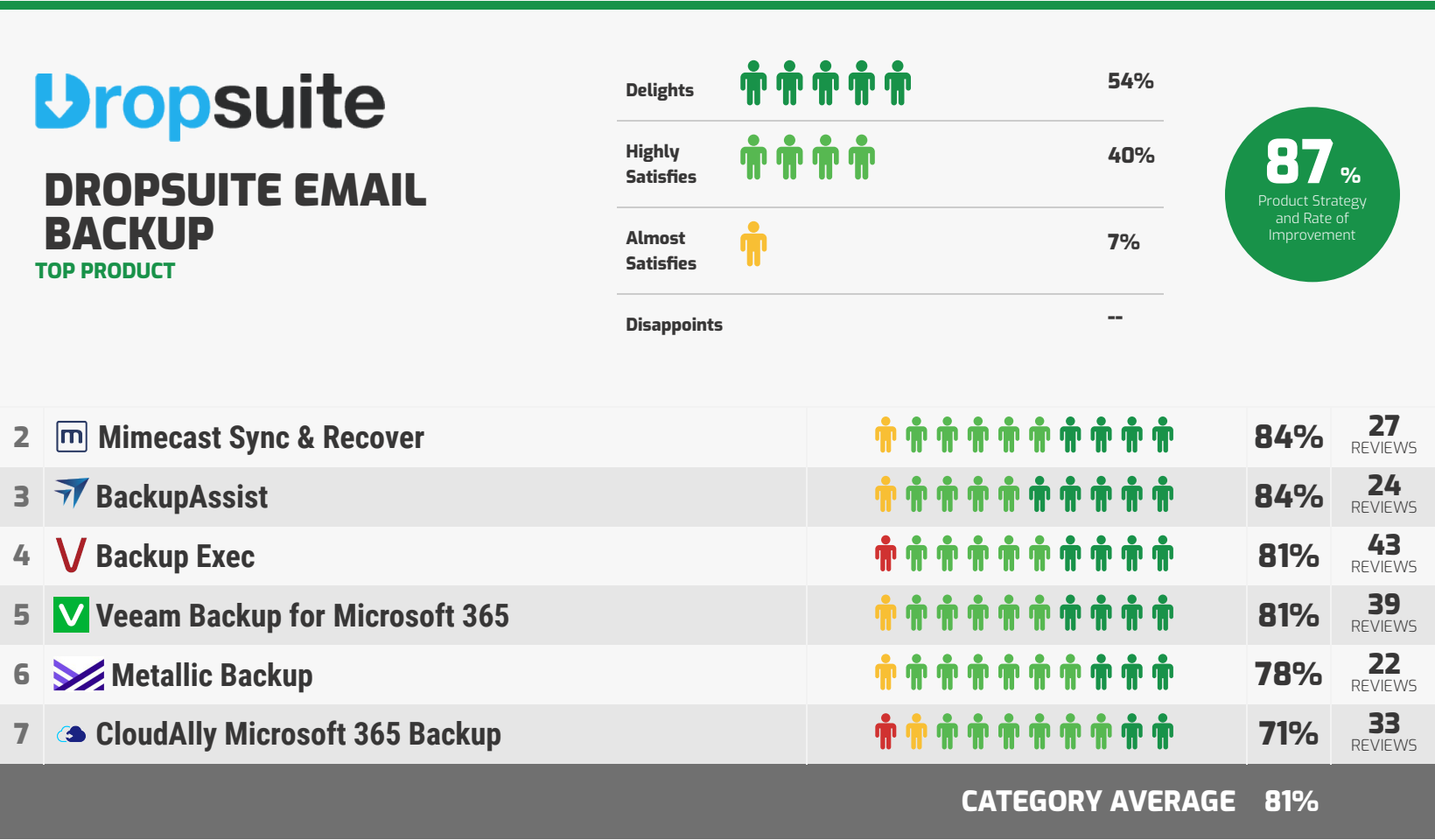
--	 SyncBackPro		86%	18 REVIEWS
--	 CloudAlly G Suite Backup		88%	13 REVIEWS
--	 Spinbackup for G Suite		95%	11 REVIEWS
--	 Veeam Explorers for Microsoft		74%	10 REVIEWS
--	 BDRSuite		90%	8 REVIEWS

# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.



PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		94%	18 REVIEWS
--	 CloudAlly G Suite Backup		79%	13 REVIEWS
--	 Spinbackup for G Suite		96%	11 REVIEWS
--	 Veeam Explorers for Microsoft		75%	10 REVIEWS
---	 BDRSuite		85%	8 REVIEWS

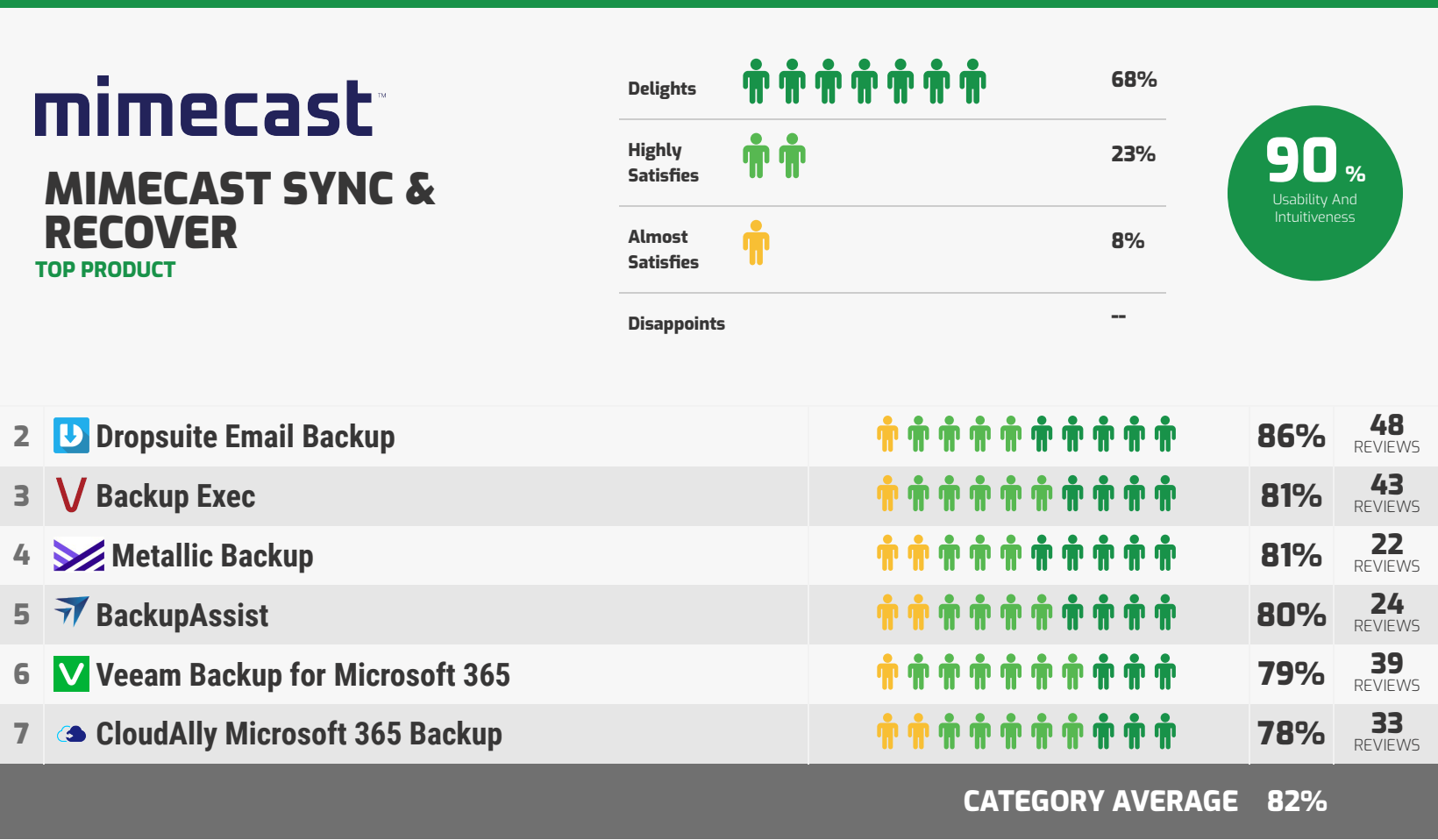


# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Usability And Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users’ technical ability to determine how important UX is in your purchase.



PRODUCTS WITH INSUFFICIENT DATA

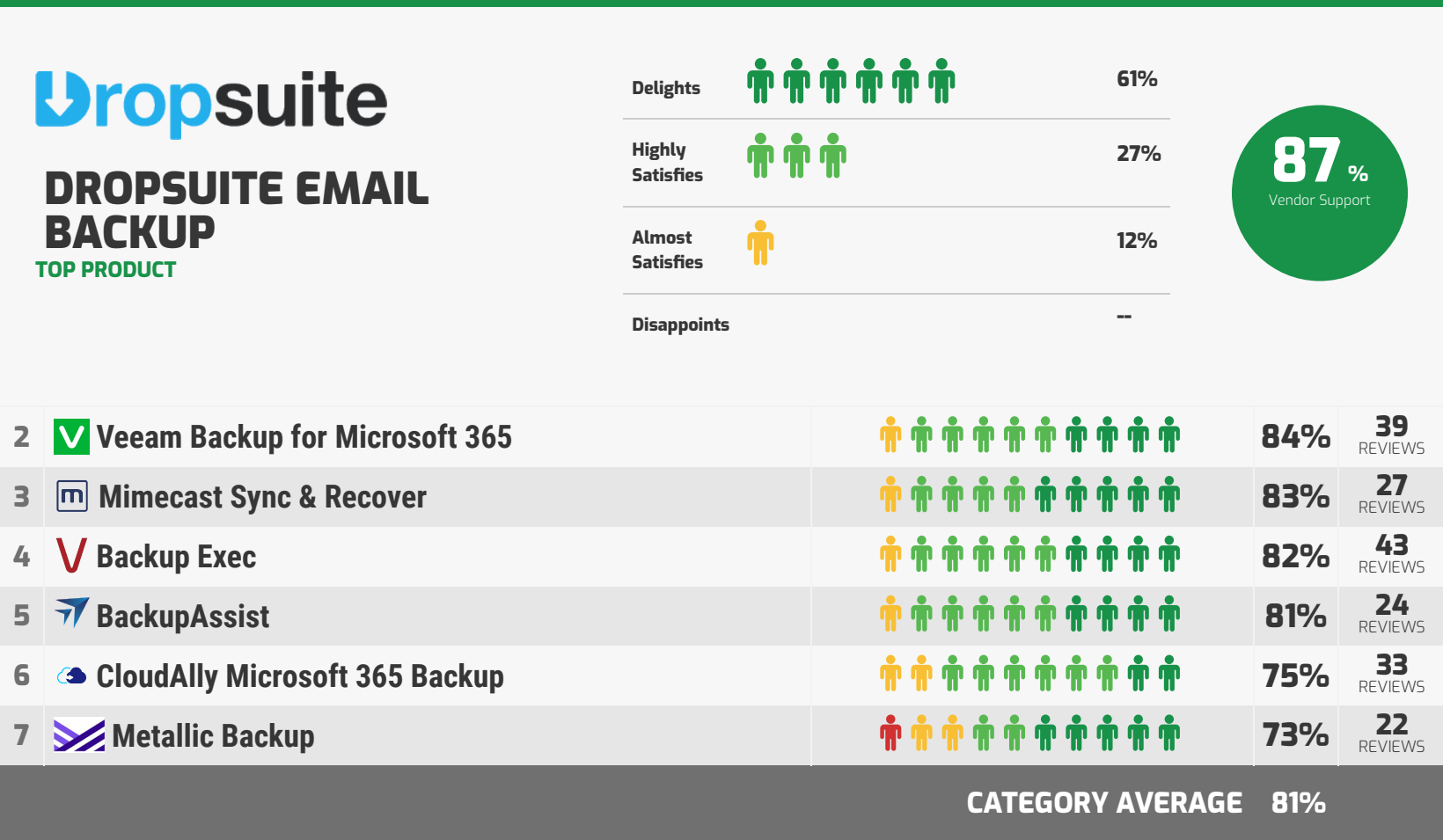
--	 SyncBackPro		89%	18 REVIEWS
--	 CloudAlly G Suite Backup		90%	13 REVIEWS
--	 Spinbackup for G Suite		89%	11 REVIEWS
--	 Veeam Explorers for Microsoft		91%	10 REVIEWS
---	 BDRSuite		93%	8 REVIEWS

# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.



PRODUCTS WITH INSUFFICIENT DATA


--	 SyncBackPro		88%	18 REVIEWS
--	 CloudAlly G Suite Backup		77%	13 REVIEWS
--	 Spinbackup for G Suite		91%	11 REVIEWS
--	 Veeam Explorers for Microsoft		78%	10 REVIEWS
--	 BDRSuite		89%	8 REVIEWS



# Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Ease of Data Integration













The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

  
**MIMECAST SYNC & RECOVER**  
TOP PRODUCT











Delights		49%
Highly Satisfies		49%
Almost Satisfies		2%
Disappoints		--

87%

Ease of Data Integration

2	 Metallic Backup		86%	22 REVIEWS
3	 Dropsuite Email Backup		86%	48 REVIEWS
4	 BackupAssist		84%	24 REVIEWS
5	 Veeam Backup for Microsoft 365		83%	39 REVIEWS
6	 Backup Exec		81%	43 REVIEWS
7	 CloudAlly Microsoft 365 Backup		81%	33 REVIEWS
CATEGORY AVERAGE 84%				

PRODUCTS WITH INSUFFICIENT DATA

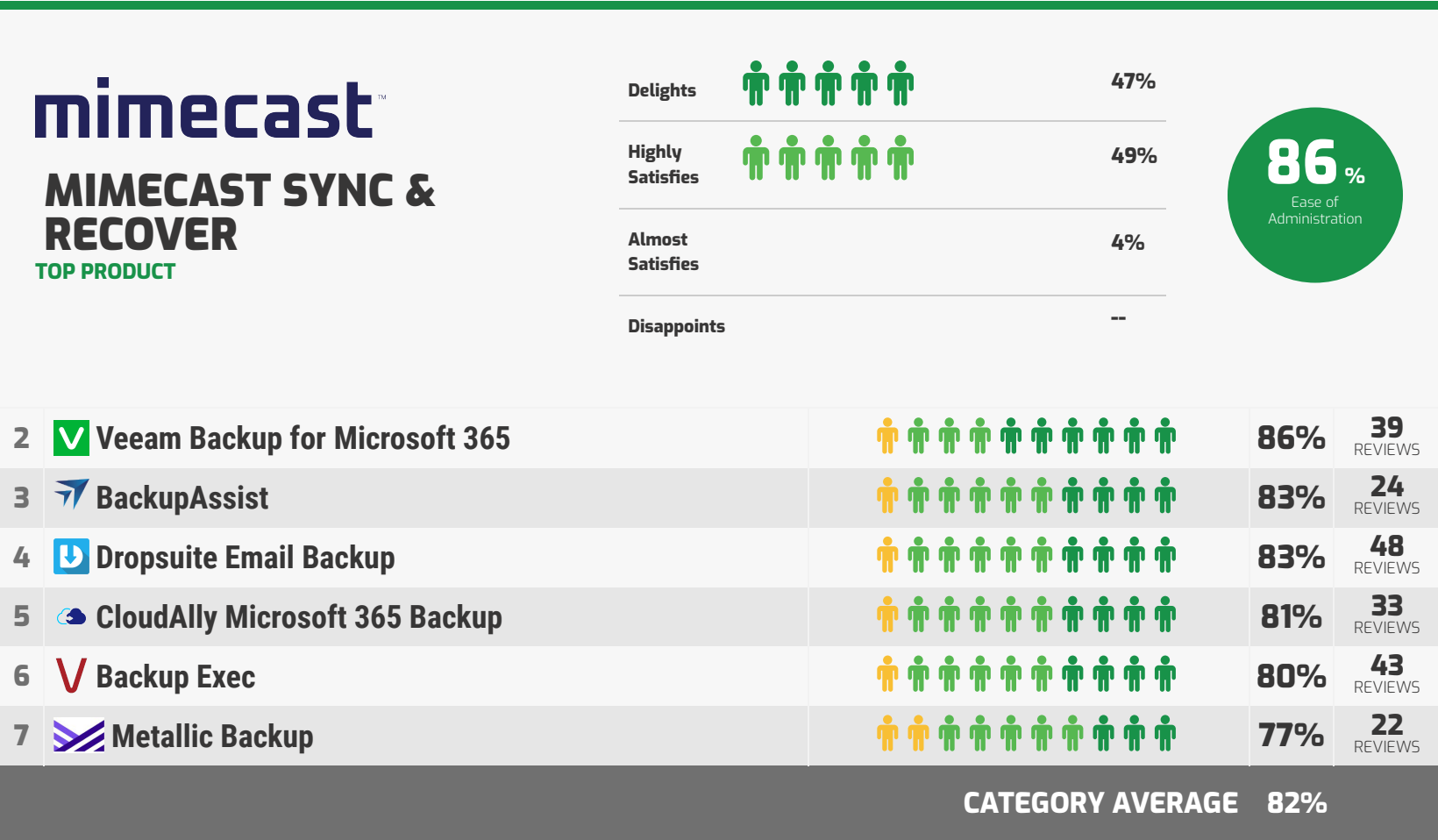
--	 SyncBackPro		84%	18 REVIEWS
--	 CloudAlly G Suite Backup		86%	13 REVIEWS
--	 Spinbackup for G Suite		98%	11 REVIEWS
--	 Veeam Explorers for Microsoft		84%	10 REVIEWS
--	 BDRSuite		90%	8 REVIEWS

# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Ease of Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.



PRODUCTS WITH INSUFFICIENT DATA

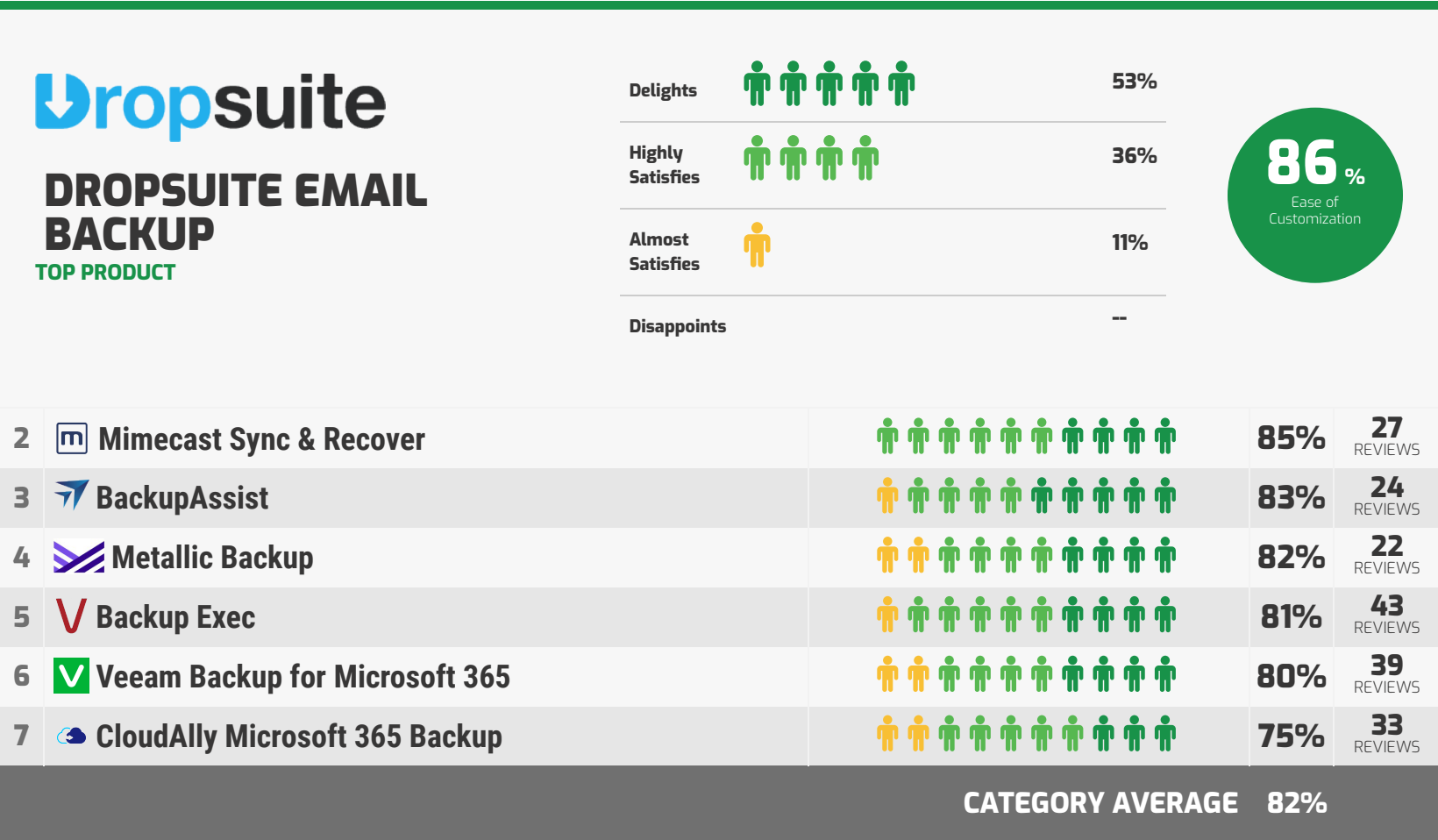
--	 SyncBackPro		87%	18 REVIEWS
--	 CloudAlly G Suite Backup		86%	13 REVIEWS
--	 Spinbackup for G Suite		98%	11 REVIEWS
--	 Veeam Explorers for Microsoft		80%	10 REVIEWS
--	 BDRSuite		95%	8 REVIEWS

# Vendor Capability Satisfaction











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## Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.



PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		82%	18 REVIEWS
--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 Spinbackup for G Suite		89%	11 REVIEWS
--	 Veeam Explorers for Microsoft		75%	10 REVIEWS
--	 BDRSuite		90%	8 REVIEWS

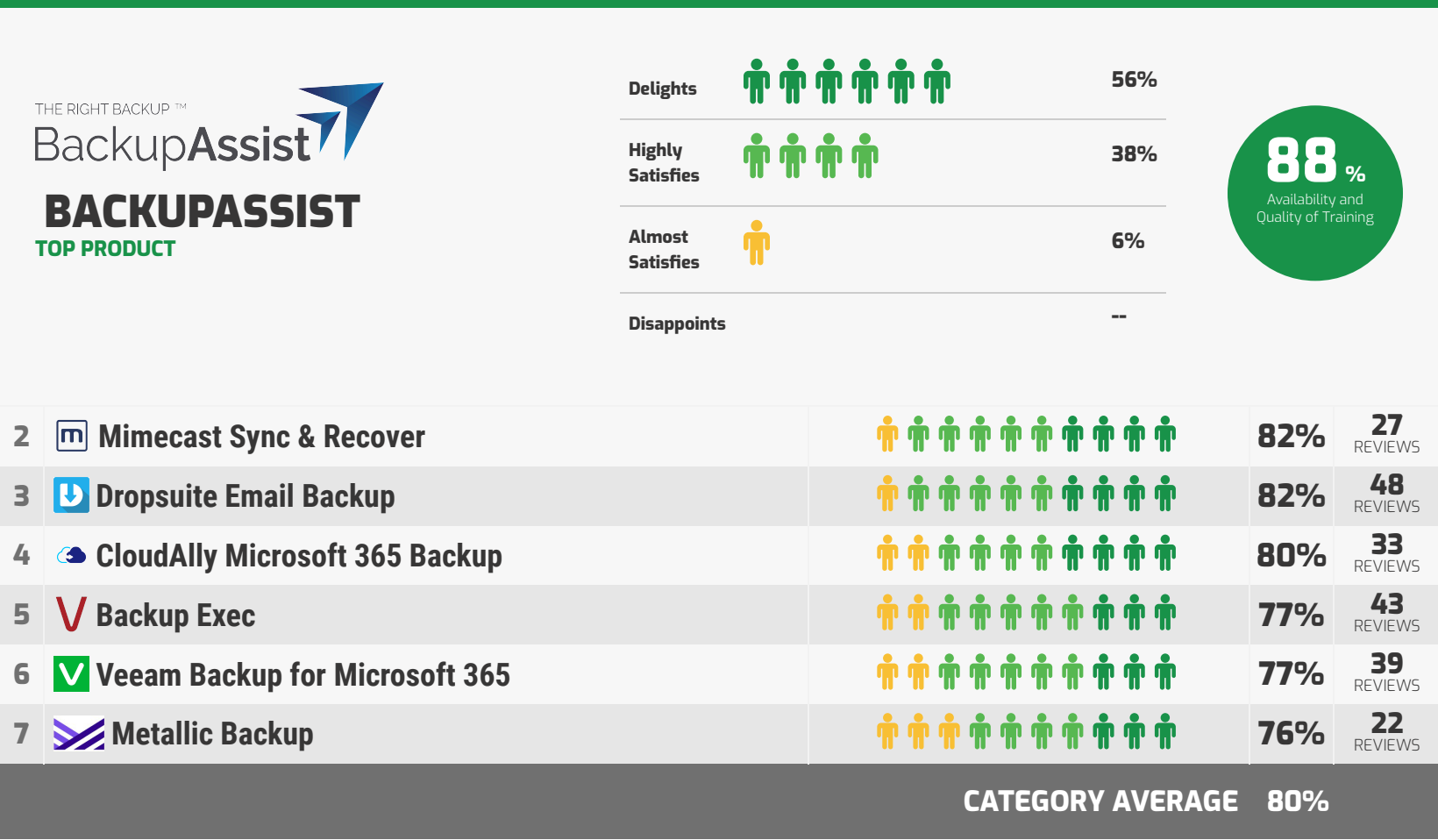


# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.



PRODUCTS WITH INSUFFICIENT DATA

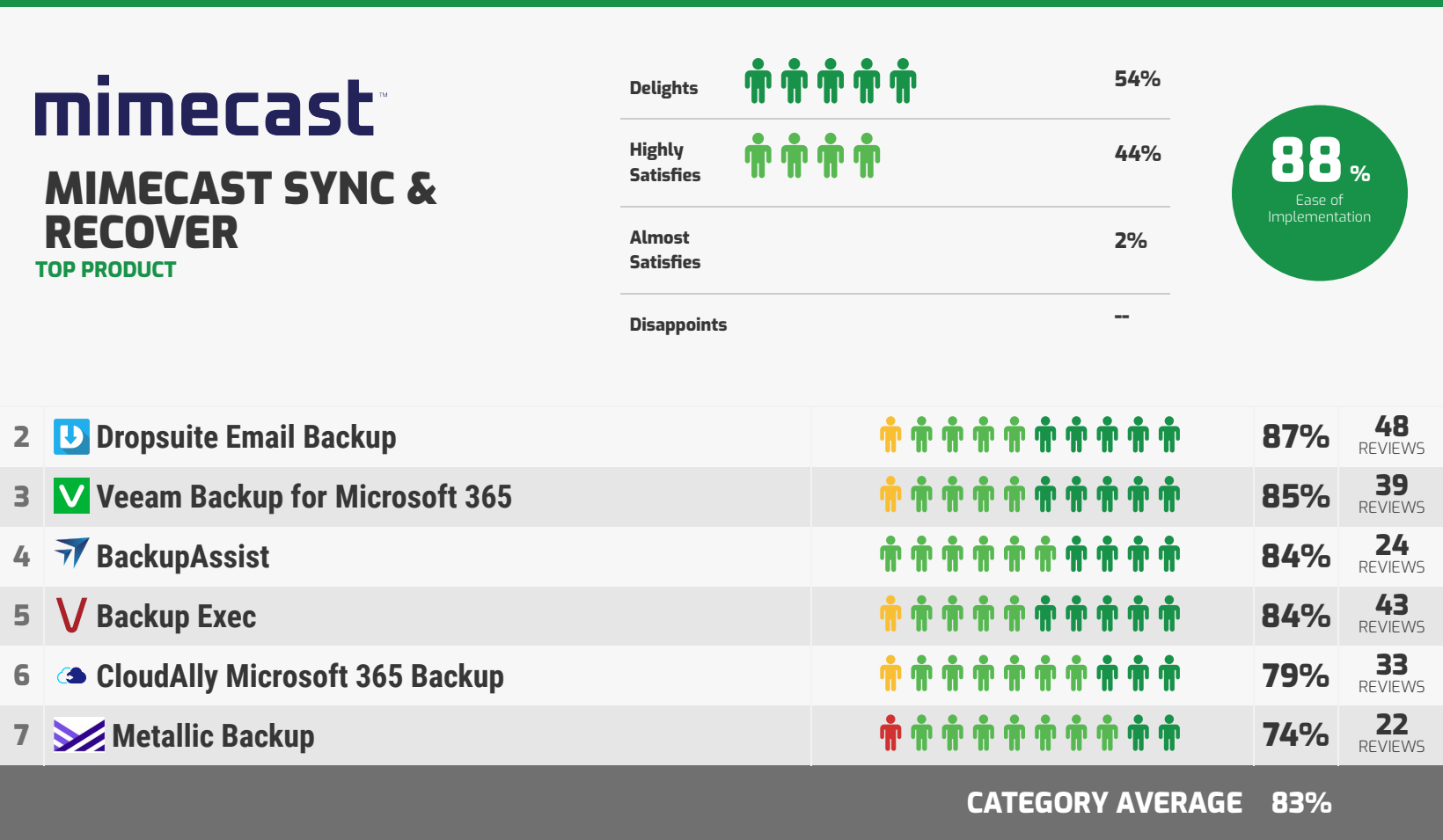
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--	 CloudAlly G Suite Backup		84%	13 REVIEWS
--	 Spinbackup for G Suite		88%	11 REVIEWS
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# Vendor Capability Satisfaction











This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.



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--	 Spinbackup for G Suite		93%	11 REVIEWS
--	 Veeam Explorers for Microsoft		82%	10 REVIEWS
--	 BDRSuite		95%	8 REVIEWS

# Product Feature Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	GRANULAR RESTORE	MAILBOX BACKUP RESTORE	PERMISSIONS AWARENESS	SECURITY	SUPPORT FOR BACKUP TYPES	
Mimecast Sync & Recover	87%	84%	87%	81%	90%	90%	
Dropsuite Email Backup	86%	89%	89%	83%	87%	82%	
Veeam Backup for Microsoft 365	85%	87%	85%	83%	88%	80%	
Backup Exec	83%	82%	80%	84%	83%	85%	
Metallic Backup	82%	80%	85%	71%	88%	88%	
BackupAssist	80%	79%	81%	84%	82%	74%	
CloudAlly Microsoft 365 Backup	80%	76%	78%	83%	78%	82%	
CATEGORY AVERAGE	83%	82%	84%	81%	85%	83%	

PRODUCTS WITH INSUFFICIENT DATA							
SyncBackPro	86%	83%	85%	84%	85%	92%	
CloudAlly G Suite Backup	86%	86%	90%	85%	85%	83%	
Spinbackup for G Suite	93%	82%	96%	94%	94%	97%	

# Product Feature Summary

MANDATORY FEATURES

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PRODUCT	OVERALL FEATURE SATISFACTION	GRANULAR RESTORE	MAILBOX BACKUP RESTORE	PERMISSIONS AWARENESS	SECURITY	SUPPORT FOR BACKUP TYPES	
CATEGORY AVERAGE	83%	82%	84%	81%	85%	83%	
PRODUCTS WITH INSUFFICIENT DATA							
Veeam Explorers for Microsoft	78%	69%	83%	81%	85%	73%	
BDRSuite	89%	89%	84%	87%	92%	95%	

# Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	BACKUP ARCHIVING	COMPLIANCE	FULL SYSTEM BACKUP RESTORE	INFORMATION STORE BACKUP RESTORE	MEDIA SUPPORT	TRANSACTION LOG BACKUP RESTORE	
Mimecast Sync & Recover	87%	88%	86%	91%	81%	82%	83%	
Dropsuite Email Backup	86%	88%	90%	86%	88%	81%	88%	
Veeam Backup for Microsoft 365	85%	87%	84%	83%	88%	82%	81%	
Backup Exec	83%	85%	84%	86%	86%	86%	83%	
Metallic Backup	82%	86%	87%	89%	86%	84%	86%	
BackupAssist	80%	84%	84%	85%	88%	79%	87%	
CloudAlly Microsoft 365 Backup	80%	81%	83%	78%	75%	79%	81%	
CATEGORY AVERAGE	83%	85%	86%	85%	85%	82%	84%	

PRODUCTS WITH INSUFFICIENT DATA								
SyncBackPro	86%	87%	83%	89%	88%	80%	89%	
CloudAlly G Suite Backup	86%	89%	82%	85%	96%	81%	88%	
Spinbackup for G Suite	93%	89%	96%	90%	89%	95%	93%	



# Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	BACKUP ARCHIVING	COMPLIANCE	FULL SYSTEM BACKUP RESTORE	INFORMATION STORE BACKUP RESTORE	MEDIA SUPPORT	TRANSACTION LOG BACKUP RESTORE	
CATEGORY AVERAGE	83%	85%	86%	85%	85%	82%	84%	
PRODUCTS WITH INSUFFICIENT DATA								
Veeam Explorers for Microsoft	78%	83%	84%	78%	67%	78%	78%	
BDRSuite	89%	91%	93%	91%	96%	100%	86%	

# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Product Features

This table lists and describes all the features that are evaluated in the Email Backup software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features	
Granular Restore	The ability to restore individual email messages, message threads, or messages within a specified date range.
Mailbox Backup Restore	The backup and restore of individual mailboxes without having to restore an entire email server to extract a single mailbox.
Standard Features	
Backup Archiving	Ability to conduct archive backups for long-term storage.
Compliance	Compliance with privacy legislation, including General Data Protection Regulation (GDPR), and the ability to enact requests for purging of personal information.
Full System Backup Restore	The backup of the full email system and all of its servers, including the operating system.

Permissions Awareness	The backup software having awareness of mailbox permissions, rules, and delegates, and the ability to backup and restore associated permissions.
Security	Software provides appropriate data and access security.
Support for Backup Types	Support for Full, Incremental (change since last incremental backup) & Differential (change since last full backup) backup types.
Information Store Backup Restore	Ability to backup and restore only the Information Store (full contents of all mailboxes) of an email server, common with MS Exchange Server.
Media Support	Support for backup to various backup media formats, including disk, WORM (write once, read many), optical drives, and tape.
Transaction Log Backup Restore	Ability to backup and restore the transaction log (which can be “replayed” in order to rebuild an email Information Store) of an MS Exchange email server.


# Product Feature Satisfaction



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Granular Restore

Mandatory Feature













The ability to restore individual email messages, message threads, or messages within a specified date range.

  
**DROPSUITE EMAIL BACKUP**  
TOP PRODUCT











Delights		58%
Highly Satisfies		39%
Almost Satisfies		3%
Disappoints		--

89%

Granular Restore

2	 Veeam Backup for Microsoft 365		87%	39 REVIEWS
3	 Mimecast Sync & Recover		84%	27 REVIEWS
4	 Backup Exec		82%	43 REVIEWS
5	 Metallic Backup		80%	22 REVIEWS
6	 BackupAssist		79%	24 REVIEWS
7	 CloudAlly Microsoft 365 Backup		76%	33 REVIEWS
CATEGORY AVERAGE			82%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		83%	18 REVIEWS
--	 CloudAlly G Suite Backup		86%	13 REVIEWS
--	 Spinbackup for G Suite		82%	11 REVIEWS
--	 Veeam Explorers for Microsoft		69%	10 REVIEWS
--	 BDRSuite		89%	8 REVIEWS


# Product Feature Satisfaction



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Mailbox Backup Restore

Mandatory Feature













The backup and restore of individual mailboxes without having to restore an entire email server to extract a single mailbox.

  
**DROPSUITE EMAIL BACKUP**  
TOP PRODUCT











Delights		55%
Highly Satisfies		45%
Almost Satisfies		--
Disappoints		--

89%

Mailbox Backup Restore

2	 Mimecast Sync & Recover		87%	27 REVIEWS
3	 Veeam Backup for Microsoft 365		85%	39 REVIEWS
4	 Metallic Backup		85%	22 REVIEWS
5	 BackupAssist		81%	24 REVIEWS
6	 Backup Exec		80%	43 REVIEWS
7	 CloudAlly Microsoft 365 Backup		78%	33 REVIEWS
CATEGORY AVERAGE			84%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		85%	18 REVIEWS
--	 CloudAlly G Suite Backup		90%	13 REVIEWS
--	 Spinbackup for G Suite		96%	11 REVIEWS
--	 Veeam Explorers for Microsoft		83%	10 REVIEWS
--	 BDRSuite		84%	8 REVIEWS

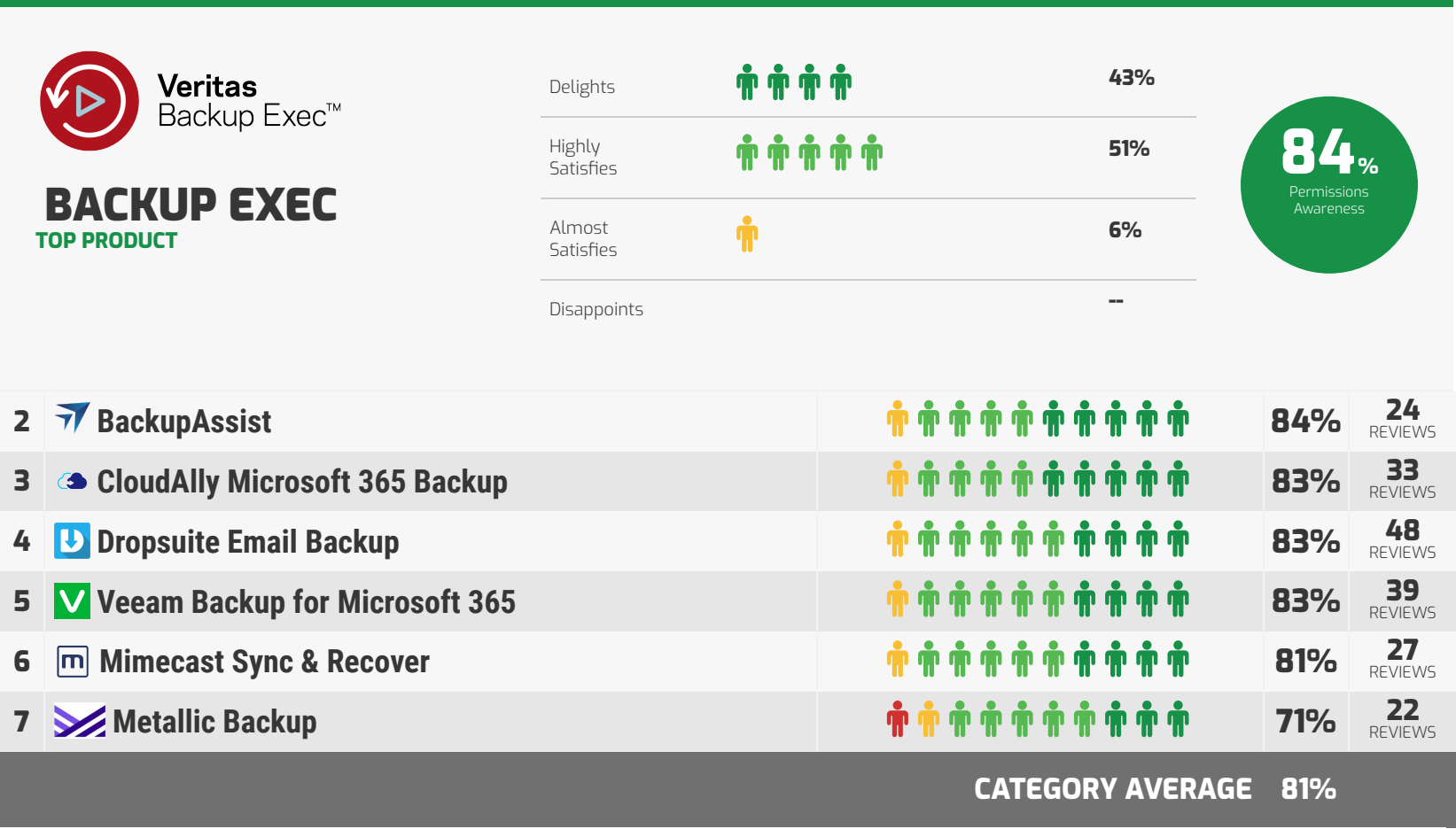
# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.











## Permissions Awareness

Mandatory Feature

The backup software having awareness of mailbox permissions, rules, and delegates, and the ability to backup and restore associated permissions.



PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		84%	18 REVIEWS
--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 Spinbackup for G Suite		94%	11 REVIEWS
--	 Veeam Explorers for Microsoft		81%	10 REVIEWS
--	 BDRSuite		87%	8 REVIEWS




# Product Feature Satisfaction



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Security

Mandatory Feature













Software provides appropriate data and access security.

  
**MIMECAST SYNC & RECOVER**  
TOP PRODUCT











Delights		61%
Highly Satisfies		37%
Almost Satisfies		2%
Disappoints		--

90%

Security

2	 Veeam Backup for Microsoft 365		88%	39 REVIEWS
3	 Metallic Backup		88%	22 REVIEWS
4	 Dropsuite Email Backup		87%	48 REVIEWS
5	 Backup Exec		83%	43 REVIEWS
6	 BackupAssist		82%	24 REVIEWS
7	 CloudAlly Microsoft 365 Backup		78%	33 REVIEWS
CATEGORY AVERAGE			85%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		85%	18 REVIEWS
--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 Spinbackup for G Suite		94%	11 REVIEWS
--	 Veeam Explorers for Microsoft		85%	10 REVIEWS
--	 BDRSuite		92%	8 REVIEWS


# Product Feature Satisfaction



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Support for Backup Types

Mandatory Feature













Support for Full, Incremental (change since last incremental backup) & Differential (change since last full backup) backup types.

  
**MIMECAST SYNC & RECOVER**  
TOP PRODUCT











Delights		62%
Highly Satisfies		36%
Almost Satisfies		2%
Disappoints		--

90%

Support for Backup Types

2	 Metallic Backup		88%	22 REVIEWS
3	 Backup Exec		85%	43 REVIEWS
4	 CloudAlly Microsoft 365 Backup		82%	33 REVIEWS
5	 Dropsuite Email Backup		82%	48 REVIEWS
6	 Veeam Backup for Microsoft 365		80%	39 REVIEWS
7	 BackupAssist		74%	24 REVIEWS
CATEGORY AVERAGE			83%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		92%	18 REVIEWS
--	 CloudAlly G Suite Backup		83%	13 REVIEWS
--	 Spinbackup for G Suite		97%	11 REVIEWS
--	 Veeam Explorers for Microsoft		73%	10 REVIEWS
--	 BDRSuite		95%	8 REVIEWS


# Product Feature Satisfaction



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Backup Archiving

Standard Feature













Ability to conduct archive backups for long-term storage.

  
**DROPSUITE EMAIL BACKUP**  
TOP PRODUCT











Delights		55%
Highly Satisfies		41%
Almost Satisfies		4%
Disappoints		--

88%

Backup Archiving

2	 Mimecast Sync & Recover		88%	27 REVIEWS
3	 Veeam Backup for Microsoft 365		87%	39 REVIEWS
4	 Metallic Backup		86%	22 REVIEWS
5	 Backup Exec		85%	43 REVIEWS
6	 BackupAssist		84%	24 REVIEWS
7	 CloudAlly Microsoft 365 Backup		81%	33 REVIEWS
CATEGORY AVERAGE			85%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		87%	18 REVIEWS
--	 CloudAlly G Suite Backup		89%	13 REVIEWS
--	 Spinbackup for G Suite		89%	11 REVIEWS
--	 Veeam Explorers for Microsoft		83%	10 REVIEWS
--	 BDRSuite		91%	8 REVIEWS


# Product Feature Satisfaction



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Compliance

### Standard Feature













Compliance with privacy legislation, including General Data Protection Regulation (GDPR), and the ability to enact requests for purging of personal information.

  
**DROPSUITE EMAIL BACKUP**  
TOP PRODUCT











Delights		61%
Highly Satisfies		39%
Almost Satisfies		--
Disappoints		--

90%

Compliance

2	 Metallic Backup		87%	22 REVIEWS
3	 Mimecast Sync & Recover		86%	27 REVIEWS
4	 BackupAssist		84%	24 REVIEWS
5	 Veeam Backup for Microsoft 365		84%	39 REVIEWS
6	 Backup Exec		84%	43 REVIEWS
7	 CloudAlly Microsoft 365 Backup		83%	33 REVIEWS
CATEGORY AVERAGE			86%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		83%	18 REVIEWS
--	 CloudAlly G Suite Backup		82%	13 REVIEWS
--	 Spinbackup for G Suite		96%	11 REVIEWS
--	 Veeam Explorers for Microsoft		84%	10 REVIEWS
--	 BDRSuite		93%	8 REVIEWS


# Product Feature Satisfaction



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Full System Backup Restore

Standard Feature













The backup of the full email system and all of its servers, including the operating system.

  
**MIMECAST SYNC & RECOVER**  
TOP PRODUCT











Delights		67%
Highly Satisfies		31%
Almost Satisfies		2%
Disappoints		--

91%

Full System Backup Restore

2	 Metallic Backup		89%	22 REVIEWS
3	 Dropsuite Email Backup		86%	48 REVIEWS
4	 Backup Exec		86%	43 REVIEWS
5	 BackupAssist		85%	24 REVIEWS
6	 Veeam Backup for Microsoft 365		83%	39 REVIEWS
7	 CloudAlly Microsoft 365 Backup		78%	33 REVIEWS
CATEGORY AVERAGE			85%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		89%	18 REVIEWS
--	 CloudAlly G Suite Backup		85%	13 REVIEWS
--	 Spinbackup for G Suite		90%	11 REVIEWS
--	 Veeam Explorers for Microsoft		78%	10 REVIEWS
--	 BDRSuite		91%	8 REVIEWS

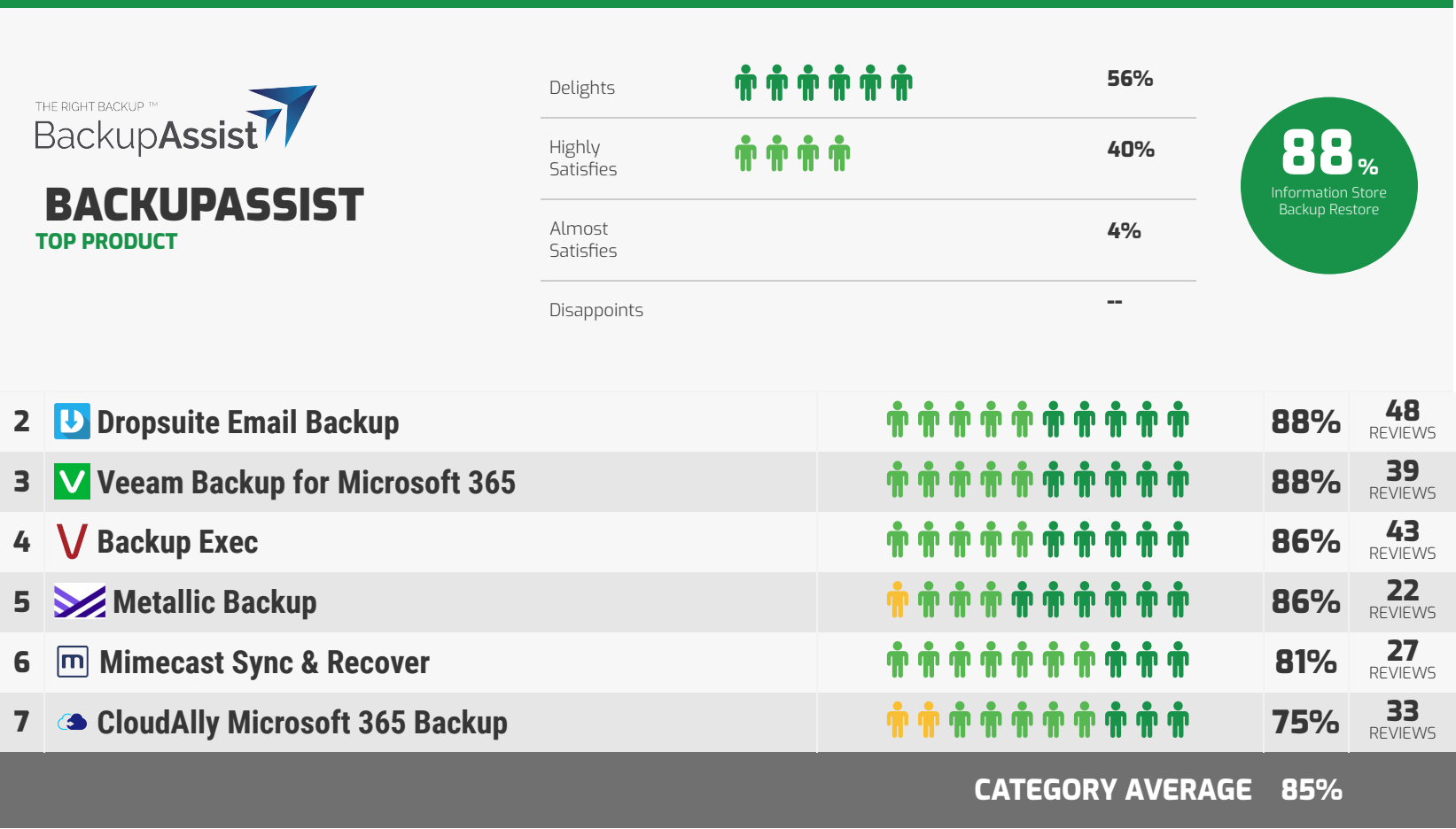
# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.











## Information Store Backup Restore

Standard Feature

Ability to backup and restore only the Information Store (full contents of all mailboxes) of an email server, common with MS Exchange Server.



PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		88%	18 REVIEWS
--	 CloudAlly G Suite Backup		96%	13 REVIEWS
--	 Spinbackup for G Suite		89%	11 REVIEWS
--	 Veeam Explorers for Microsoft		67%	10 REVIEWS
--	 BDRSuite		96%	8 REVIEWS


# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Media Support



Standard Feature

Support for backup to various backup media formats, including disk, WORM (write once, read many), optical drives, and tape.















**Veritas**  
Backup Exec™

**BACKUP EXEC**  
TOP PRODUCT











Delights		49%
Highly Satisfies		46%
Almost Satisfies		4%
Disappoints		--

86%

Media Support

2	 Metallic Backup		84%	22 REVIEWS
3	 Veeam Backup for Microsoft 365		82%	39 REVIEWS
4	 Mimecast Sync & Recover		82%	27 REVIEWS
5	 Dropsuite Email Backup		81%	48 REVIEWS
6	 BackupAssist		79%	24 REVIEWS
7	 CloudAlly Microsoft 365 Backup		79%	33 REVIEWS
CATEGORY AVERAGE			82%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		80%	18 REVIEWS
--	 CloudAlly G Suite Backup		81%	13 REVIEWS
--	 Spinbackup for G Suite		95%	11 REVIEWS
--	 Veeam Explorers for Microsoft		78%	10 REVIEWS
--	 BDRSuite		100%	8 REVIEWS




# Product Feature Satisfaction




This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Transaction Log Backup Restore

Standard Feature













Ability to backup and restore the transaction log (which can be “replayed” in order to rebuild an email Information Store) of an MS Exchange email server.

  
**DROPSUITE EMAIL BACKUP**  
TOP PRODUCT











Delights		62%
Highly Satisfies		29%
Almost Satisfies		9%
Disappoints		--

88%

Transaction Log Backup Restore

2	 BackupAssist		87%	24 REVIEWS
3	 Metallic Backup		86%	22 REVIEWS
4	 Mimecast Sync & Recover		83%	27 REVIEWS
5	 Backup Exec		83%	43 REVIEWS
6	 Veeam Backup for Microsoft 365		81%	39 REVIEWS
7	 CloudAlly Microsoft 365 Backup		81%	33 REVIEWS
CATEGORY AVERAGE			84%	

PRODUCTS WITH INSUFFICIENT DATA

--	 SyncBackPro		89%	18 REVIEWS
--	 CloudAlly G Suite Backup		88%	13 REVIEWS
--	 Spinbackup for G Suite		93%	11 REVIEWS
--	 Veeam Explorers for Microsoft		78%	10 REVIEWS
--	 BDRSuite		86%	8 REVIEWS