

Nominee: Arcserve

Nomination title: Arcserve UDP

Arcserve UDP's key distinguishing features

Arcserve Unified Data Protection (UDP) delivers what today's businesses need: assured recovery. The software's unified architecture sits across virtual and physical environments and offers unprecedented ease-of-use via its web-based interface. Advanced capabilities enable users to establish, test and improve Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) on-premise, off-premise and in the cloud.

Built on the foundation of mature and proven Arcserve technology, this product offers a seamless solution from endpoint protection to remote archive site. By combining backup, replication, high availability and true global deduplication, Arcserve UDP brings together source-based data deduplication technologies in one simple solution.

With customised, feature-rich protection, the Arcserve UDP console supports a variety of environments to meet specific data protection needs and giving administrators the ability to test, measure and report recovery processes. Its improved operational efficiency, ease of use and wide-reaching capabilities combine to enhance time to value: opening up business opportunities for MSPs through API and MSP-designed reporting.

Arcserve UDP offers enhanced support for Linux and complete data protection for most Windows environments. It's complemented by Arcserve Cloud, which provides secure virtual appliance cloud storage for long-term data retention, and Arcserve Appliance, a unified management console with simple plan-based data protection policies. And Arcserve UDP's unified tape management allows users to manage the scheduling, monitoring and migration of recovery points to tape, directly from within the UDP console.

The tangible impact Arcserve UDP has on the market and our customers

With UDP's next generation unified architecture mid-market customers can start small and add capabilities beyond traditional backup as they grow: whether that's replication, high availability or advanced virtualisation protection and recovery support. Arcserve UDP can be set up from anywhere, which takes from between a few minutes per server to a few hours/days for an entire network depending on the size and environment.



Users can create and control recovery points, which will help to define strict SLAs, reduce downtime and business loss, and provide shorter recovery times. Reports can be produced instantly and as frequently as needed.

The product's automated disaster recovery (DR) testing of business-critical systems, applications and data, means no business downtime or any impact to production systems. This testing takes place on a separate replica server, which can be located at a remote recovery site or hosting provider. Recovery testing can be fully automated, or scheduled with a reporting functionality that provides evidence for compliance auditors.

Arcserve UDP's ease-of-use and deployment, combined with enterprise-level capabilities, makes advanced data protection, recovery and availability much simpler to achieve than in the past, removing the complexity created by multiple point solutions.

The solution's agnostic architecture allows users to protect to and from any target, with instant VM recovery and virtual standby, enterprise storage array snapshot support, variable block, source-side deduplication and instant bare metal restore.

The major differentiators between Arcserve UDP and our primary competitors

Unlike other products, Arcserve UDP's unified management console creates task-based data protection and availability plans. When combined, the plans form the organisation's data protection and availability strategy. This is distinct from traditional data protection solutions, where administrators are forced to protect highly complex environments using disjointed and ever-growing lists of backup software often across multiple products or systems.

Arcserve UDP advanced deduplication technology combines powerful target-based in-line global data deduplication with intelligent source-based data deduplication: significantly reducing backup time and the amount of disk storage required to retain recovery points for extended periods of time.

Arcserve UDP's unique capabilities to convert backup images from physical to virtual and across different virtual hypervisors for rapid disaster recovery, facilitate cost-effective DR without compromising on capability. For example, Arcserve UDP can convert a vSphere backup to a Hyper-V Virtual Machines in just seconds.

Supportive quotes and case study materials to demonstrate the value of Arcserve UDP to our customers

JJO senior software engineer Norm Almond says: “One of the great features of Arcserve is that it gives us the flexibility to tailor our backup plans for different groups of devices. We have different plans for servers, for databases, for every day users and for high end users. Files can be restored so quickly that sometimes the user doesn’t even realise we’ve finished. We have no extra support costs, and while there’s space for backups, we can add as many devices as we want to our system.”

PW Hall IT manager Robert Jackson says: “Our backup window was increasing to an unsustainable level, sometimes taking more than 13 hours. We were in danger of reaching a point where backup processes could have a detrimental impact on the production environment. If we had a problem with the backup on Friday night, it could be Monday morning before we got the chance to fix the issue, using the tape from Thursday night. [With Arcserve] Our backups and replication run to a schedule, so we don’t need to be actively involved unless we receive a system alert informing us of an issue that we need to address. This saves time and simplifies the process for securing company data when there are no IT staff on site to oversee backup tape changes etc. With backups taking care of themselves, we’re free to focus on other business focused tasks.”

Why nominee should win

- Unified architecture across virtual and physical environments offering exceptional ease-of-use via a new, web-based interface.
- Unlike our competitors’ products, Arcserve UDP has the capability to carry out inline global deduplication, reducing our customers’ storage requirements.
- Arcserve UDP’s unified management console creates task-based data protection and availability plans which no other vendor can offer.
- Allowing users to create their own recovery points helps businesses experience faster recovery reducing down time and business loss.