



**Mimecast Incydr**

# Reviews, tips, and advice from real users



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# Product Recap



Mimecast Incydr

# Mimecast Incydr Recap

Mimecast Incydr offers a comprehensive data protection and recovery solution, ideal for organizations needing robust insider threat protection and regulatory compliance.

Mimecast Incydr provides a seamless experience across platforms with lightweight clients and centralized administration. It focuses on real-time monitoring, instant access to backups, strong encryption, and customizable risk scoring. This ensures data protection against insider threats while promoting ease of use and low system overhead. Although improvements are possible in areas like Java dependency reduction, GUI design, cloud storage integration, and comprehensive reporting, Mimecast Incydr remains valuable for data classification, legal discovery, and identity management, especially for large environments handling classified information.

## What key features does Mimecast Incydr offer?

- **Lightweight Clients:** Ensures minimal system impact
- **Version Backups:** Keeps data secure with historical availability
- **Seamless Data Recovery:** Provides instant access to critical data
- **Multi-Platform Compatibility:** Operates across diverse systems
- **Strong Encryption:** Protects sensitive information
- **Customizable Risk Scoring:** Tailors threat assessment to needs
- **Flexible Storage Options:** Supports continuous backup capabilities

## What benefits or ROI should be considered?

- **Ease of Use:** Simplifies deployment and management
- **Regulatory Compliance:** Aids adherence to industry standards
- **Centralized Administration:** Streamlines management processes
- **Low System Overhead:** Minimizes resource consumption
- **Real-Time Monitoring:** Facilitates prompt threat response

Mimecast Incydr is leveraged across industries for data leakage protection and egress solution integration. It supports HIPAA-compliant backups and peer-to-peer data management, proving invaluable for corporate data protection and traveling employees facing data loss risks. Its application in legal data discovery and disaster recovery planning enhances its relevance for IT administrators and compliance officers managing data-intensive operations.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“There are a couple of things. One of them is that they have what they call Incydr. Their detection and response solution to the insider threat area is called Incydr. That gives visibility to the clients that have widely dispersed employee bases due to work from home, or that had a dispersed workforce predating any of the work from home requirements. Even though they might not be inside the organization physically, they're inside the organization. It allows us to get some visibility into what people are doing, what the context is, and how to control what might be the potential for intellectual property theft or file exposure.”



**Chuck\_Mackey**

Director, Cybersecurity Consulting at a tech services company with 51-200 employees



“Risk factors can be adjusted for all intricate details.”



**SSH**

Incident Response Officer at a educational organization with 1,001-5,000 employees



“The solution is very stable. Very rarely do we have any issues with it. We don't have to deal with bugs or glitches. It doesn't crash or freeze. We find it to be reliable.”



**Verified user**

Owner



“Code42 Next-Gen DLP is scalable.”



**Verified user**

Chief Architect - Ethical Hacker at a tech services company with 1-10 employees



“Works in the background and users are able to perform restores.”



**Jose Chambilla**

CrashPlanPROe Application Manager at SIL International



“It required very little ongoing maintenance once setup.”



**Verified user**

Owner



“Backup and recovery have been great, but I love having the ability to keep the hybrid type build which they offer.”



**Alexander Warren**

System Administrator III at a university

What users had to say about valuable features:

“The "Legal Hold" feature is loved by our Legal Department. They are able to log into the console themselves, with specialized roles, and can't do damage to our setup..”

**Verified user**

[Read full review](#)

Sr. Desktop Engineer at a tech vendor with 51-200 employees

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1. Security tools: Being able to monitor data going in and coming off our endpoints. Seeing what it is and where it's going is awesome.
2. Legal hold: Giving us the ability to have an easy to use solution for doing legal holds is amazing. It saves us so much time and money for IT and the users.

**Verified user**

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Information Security Specialist at a construction company with 5,001-10,000 employees

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“It's on my radar to re-evaluate our endpoint in 2021. Right now, from a cost perspective, I don't see the ROI at the moment. For this reason, I can't really state equivocally what I think is a good feature. Presently, we have so many files that I don't have the time to really dig into the solution as a whole. .”

**Verified user**

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Chief Architect - Ethical Hacker at a tech services company with 1-10 employees

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“There are a few, the first one would be that it is very user friendly, has a nice interface and we can restore from the console in the customer server or from our server. It has a very user friendly status bar with common errors and has logs built in to the console so we can review the issues or status of CrashPlan..”

**Verified user**

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ABS Support Analyst at a tech vendor with 1,001-5,000 employees

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- It required very little ongoing maintenance once setup.
- Supported peer to peer storage (they are discontinuing this going forward). Due to the change in direction of the company, I am now migrating to a different solution.
- It has quite a bit of flexibility in configuring backup sets.
- It had the ability to preseed by sending in a data drive and could restore by sending the user a data drive.

**Verified user**

Owner

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“Code42 has a very extensive risk-scoring system. It has a default set of risk scores out of the box but gives the user more control over them by allowing you to set custom values. There are other products in the market that also do that but have limited features and divert their focus toward a larger number of search parameters. The advantage you would have with Code42 is that their solution allows for the risk factors to be customized further down to granular details. Yet another feature is that the solution has a small footprint on resources. .”

**SSH**

Incident Response Officer at a educational organization with 1,001-5,000 employees

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## Other Solutions Considered

“i remember they used evault on AIX servers and some of them still use it but when they change or migrate to windows , unix or linux crashplan is the best choice for them ..”

**Verified user**

ABS Support Analyst at a tech vendor with 1,001-5,000 employees

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“Yes, Lenovo Online Backup was a nightmare. I'm so happy we got rid of that. Code42 CrashPlan is lightyears ahead. They were not able to provide solutions like Legal Hold or even simply the capability to search for files within the console. .”

**Verified user**

Sr. Desktop Engineer at a tech vendor with 51-200 employees

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“It's been a long time but at this point, we haven't felt the need to reevaluate the market to find new options. We have also looked at services like Backblaze, and have used and liked them as well..”

**Verified user**

Director, Information Technology and Technical Support at a consultancy with 501-1,000 employees

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“i never used a solution for backup , i used well hardware solutons but not an offsite or cloud solution before crashplan , but it has been a really good experience and when customers lost data restoration had been really helpfull and fast and i have not get any complaints from our customers using crashplan ..”

**Verified user**

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ABS Support Analyst at a tech vendor with 1,001-5,000 employees

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“InfoGPS was evaluated. There were a couple of other tools that were evaluated. It really got down to the fact that as an organization, Code42 had the features we were looking for. They offered a tried-and-true product. One that had come from a long pedigree. They understood the whole realm of data security and privacy. They had data and security privacy experts on staff, which were pretty good. That was very helpful.

The other tool that we evaluated was from Barracuda. It was primarily around the Barracuda backups. It was called Barracuda Backup Live or something like that. It was pretty cool, but it was limited in terms of the feature set that we were looking for. We did a proof of concept, and it took us longer to get that up to speed than Code42..”

**Chuck\_Mackey**

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Director, Cybersecurity Consulting at a tech services company with 51-200 employees

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“We didn't use a particular service in an enterprise environment. We used different environments. We used some of the earlier renditions of Microsoft in terms of its compliance manager tool set. We also used another tool, which was primarily an e-discovery tool that we leveraged into utilization, like a DLP system. There was another tool called InfoGPS, which was really good for financial areas and banking, but beyond that, it really wasn't a good fit.

The primary benefit that we saw was the company itself. They had an advisory team that could help us in terms of onboarding it in terms of where to look and in terms of supporting different technology platforms. They were able to give us some insights into training. They had a pretty decent Insider Risk Management Training program. Security awareness fits into that as well. We could target the training for different client requirements, which was pretty nice..”

**Chuck\_Mackey**

Director, Cybersecurity Consulting at a tech services company with 51-200 employees

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# ROI

Real user quotes about their ROI:

“It's a great product that does exactly what we want and need, plus more. It's a substantial upgrade from any other backup solution we have used in the past. .”

**Verified user**

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Sr. Desktop Engineer at a tech vendor with 51-200 employees

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“The amount of time spent on recreating data from a lost/stolen or crashed drive is the best piece. Also, with having an electronic solution for a legal hold, we no longer need to pull and store drives for legal reasons..”

**Verified user**

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Information Security Specialist at a construction company with 5,001-10,000 employees

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“i am the administrator , basically i do everything from installation , set up , troubleshooting and sometimes we do some reports , also crashplan can do reports to excel from the console and that really helps a lot . i manage the space left , disk quota pretty much everything..”

**Verified user**

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ABS Support Analyst at a tech vendor with 1,001-5,000 employees

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“Code42 Crashplan has saved us large amounts of time and money. The time spent by technicians supporting users through some over-complex interface has dropped dramatically. Support requested for restores are almost never needed due to ease of use..”

**Verified user**

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Senior Desktop Engineer at a tech vendor with 51-200 employees

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“We have already gotten our investment back at least once, probably twice. We have used Code42 to migrate users to new machines and rebuild existing ones that have had HDD failures. We are even backing up our 2.5TB backup server, so when the building collapses in the next earthquake, our stuff is backed up!..”

**Alexander Warren**

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System Administrator III at a university

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“We have absolutely seen an ROI. We found a lot of value in being able to detect the file sharing and potential exfiltration or actual exfiltration. Not everything is done maliciously. Sometimes, people just do it, but it is not done maliciously. They might embed a PowerPoint thinking they're embedding a PowerPoint pie chart in a presentation, but they're actually embedding the entire spreadsheet. We were able to detect that.

The other thing that it has helped us with is that it showed us where we had gaps in our security policies and acceptable use policies. It showed us how to measure the effectiveness of a policy. That was pretty strong, and we really liked that..”

**Chuck\_Mackey**

Director, Cybersecurity Consulting at a tech services company with 51-200 employees

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# Use Case

“I took over as a security architect for my current company. They're happy to be using this solution, so I'll be learning more about it as time goes on.

Code42 Next-Gen DLP is deployed company-wide..”

## Verified user

Chief Architect - Ethical Hacker at a tech services company with 1-10 employees

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“Data Leakage Protection on large scale environments. This can be to protect against leakage on endpoints and servers that consist of highly classified or propriety information. It can be added on as a control that integrates into the various egress solutions in the organization. As part of projects for general DLP I have used data classification to identify such silos and create identifiers or use predefined structured and unstructured data that flows through the environment. The most effective way to apply these controls is at tge point the data is accessed between differant parts of the organization. .”

## SSH

Incident Response Officer at a educational organization with 1,001-5,000 employees

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“When I first became acquainted with Code42, we were implementing it at an employer I worked with, and that was a successful implementation. I now work for a consulting firm, and we do system implementations of a variety of different DLP tools, and Code42 is one of them. I still use it, but it is for the benefit of my clients, as opposed to the company I work for.

The pedigree of Code42 came from a toolset called CrashPlan. So, CrashPlan predated Code42's product, and it was mainly in helping organizations prepare for disaster recovery and business continuity planning in significant server environments. We use it in three main areas. The primary area that we use it in is in providing identity into data loss prevention and data loss protection in terms of:

- Where is that unstructured data?
- Who has access to it?
- How did they come to be authorized to use it?

It is a broad-based area of use, and then the other area of use is discovery. Many of our clients engage either with their staff in legal battles, or some other thing, where they need to perform discovery. We support discovery with Code42 as well.

Its deployment was on-premises, and that just happened to be the ecosystem that we chose to work from. It is still going fine, but I don't think it would matter one way or another. From our standpoint, it was fine. Ultimately, we'll probably move to the cloud, but at that time, we were looking for on-premises..”

**Chuck\_Mackey**

Director, Cybersecurity Consulting at a tech services company with 51-200 employees

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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.

“So easy – The PRO team showed us how to install CrashPlan on Red Hat Linux Enterprise and it was so easy. They have a great team to help accomplish a flawless install..”

## Verified user

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Sr. Desktop Engineer at a tech vendor with 51-200 employees

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“Code42 has a relatively simple deployment with an all-in-one sort of feel. It's simpler than deploying a lot of the three-tier solutions in the market. .”

## SSH

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Incident Response Officer at a educational organization with 1,001-5,000 employees

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“The initial setup was quite easy as we had a Code42 champion helping us the entire time. They help us by being a sounding board for our questions and getting us info for things like SSO and customizing the installer for our department..”

**Alexander Warren**

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System Administrator III at a university

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“Initial setup was very easy and we worked with professional services, so they handled 99% of it. We went to backup everything, excluded stuff we knew we didn't need, then fine tuned it more as we went along..”

**Verified user**

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Information Security Specialist at a construction company with 5,001-10,000 employees

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“i was not during the initial set up for the server but when i set up new customers is really straightforward basically we install the software , enter the license on our side then just go next and set up the account with the user and password and just entered the proserver ip and connect thats really about all we do , is really easy to set up..”

**Verified user**

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ABS Support Analyst at a tech vendor with 1,001-5,000 employees

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“You really have to understand your network environment going into it. You can't second guess it. You have to provide them with as much information as you can about your bandwidth, the server environment, the number of users, and where those users are located. A lot of those things needed to be right-sized, which just wasn't done upfront.

In a couple of instances, we had a little bit of trouble in getting it distributed throughout the organization. We ultimately managed to do it, and that was a little hickey, but we didn't have a problem otherwise.

In terms of the implementation strategy, we had a four-phase approach. We called it the four Ds. The first was Discovery. So, we had to go through a discovery process to determine things like:

- What is the key functionality?
- What are we looking for?
- What areas of solutions do we want it to fit in?

We then had to discover what companies might be out there. We went through an analysis of companies. We did discovery.

The second phase was when we made a decision to work with Code42. We sat down, and we did a design session. We created an architectural design at a high level, and we talked about the outcomes that we're looking for from the standpoint of:

- Policy
- Technology
- User profile
- Acceptability
- Ease of use

We had all that designed in, and then we did the actual development. We developed all the charts. We used the standard waterfall project management implementation strategies or incorporated SDLC. We did all the things you would do for standard project management, such as critical path, key stakeholders, etc.

All that was done in the development phase. That's when we actually onboarded the technology on our server environment. We then worked up a test scenario and did deployment, which was the fourth D. We did deployment on a group-by-group basis. We didn't do a big bang or everybody at once deployment. We took a subset of users from a department, and we implemented it in a department. We went to another department, and we implemented it in that department. We scaled all the way through. The first department we worked with was security. We implemented it within our own security team, and then in IT in general. So, we did security, IT, marketing and sales, HR, finance and administration, and then overall operations was the way we implemented it..”

**Chuck\_Mackey**

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Director, Cybersecurity Consulting at a tech services company with 51-200 employees

# Customer Service and Support

Customer Service:

Customer service is awesome, They are on top of all questions and are US based.

Technical Support:

Great Technical support and very knowledgeable.”

**Verified user**

Systems Admin. at a energy/utilities company with 501-1,000 employees

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“The technical support is pretty good. We've had to deal with them just a couple of times. They help us with navigation if something isn't backed up or an issue like that comes along. Typically, it's an easy fix. It's just a restart of the service or something of that nature. They're very quick and efficient. We're satisfied with the level of service they provide..”

**Verified user**

Owner

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Customer Service:

Excellent! I've had great experiences with all the staff. From product trainers, the sales team and the support team.

Technical Support:

Supurb! They know their product inside and out. Also, you don't ever really need to call them because their support site has every answer you need..”

**Verified user**

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Sr. Desktop Engineer at a tech vendor with 51-200 employees

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“Customer Service:

Customer service is awesome. I have had a couple tickets with them. They are very knowledgeable and responsive.

Technical Support:

Customer service is awesome. I have had a couple tickets with them. They are very knowledgeable and responsive. .”

**Verified user**

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Information Security Specialist at a construction company with 5,001-10,000 employees

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“We don't really talk to them much. We talk to them from time to time about the potentiality of moving to a different infrastructure environment, but that's about it.

Their customer service is a solid eight out of ten. There are always going to be hiccups. Sometimes, you put in a call, and you'd like to get a response sooner than later, but nobody is perfect. We don't expect anybody to be perfect, but we're happy with it, especially in comparison to some of the other vendors we work with. They're light years ahead of everybody else. They got a good team. The people that you talk to, they're not just reading off of scripts somewhere, walking you through. They're doing a decent job. They know the product..”

**Chuck\_Mackey**

Director, Cybersecurity Consulting at a tech services company with 51-200 employees

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“Customer Service: .”

Pretty good. My rep keeps in contact with me, and they have an advocate hub where IT pros can mingle and help each other.

Technical Support: .”

It is very good! I have had nothing but good experiences with the tech support folks. They not only know their product, but they know other infrastructure products as well and how they may or may not mess with Code42..”

**Alexander Warren**

System Administrator III at a university

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## Other Advice

“Code42 CrashPlan is by far the best data backup solution on the market. The software is built by professionals, the support team is exceptional and the account reps are there to help you with anything you need..”

**Verified user**

Sr. Desktop Engineer at a tech vendor with 51-200 employees

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“This was the best ones that I tested. I loved it then and still love it now. Plan for high network traffic during roll-outs and initial backups. We spread out the backups as much as we could, but used the network locations and throttled different locations based on their bandwidth..”

**Verified user**

Information Security Specialist at a construction company with 5,001-10,000 employees

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“This software is designed to be set up and forget it for the users, but as an admin, you have reports that can help you prove it's continued existence.

It's probably the best backup tool available, but that's just my opinion. Try for yourself and decide..”

**Alexander Warren**

System Administrator III at a university

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“We're just a customer. We don't have a business relationship with the product.

I'm not sure as to which version of the solution we're using at this time.

It's just an all-around good product to have in your organization.

The product works best for smaller companies. However, larger ones may be able to benefit as well.

On a scale from one to ten, I'd rate this solution at a perfect ten. We've been very happy with it and it hasn't given us any problems..”

**Verified user**

Owner

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“If you come with the perception that this solution uses the same policies that are used in traditional [DLP](#) products, you might find Code42 doesn't work for you. You have to adapt to their philosophy, which is a more open-ended solution. If you're looking at getting granular about a particular type of data, it becomes harder to put

custom variables in there.

Code42 is more open-ended and identifies or discovers data that is going out rather than having someone build a policy to filter for it. If you're willing to look at DLP and data leakage from a different perspective then I'd go with 42.

I rate this solution eight out of 10. .”

### SSH

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Incident Response Officer at a educational organization with 1,001-5,000 employees

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“The very first thing you should do is make sure that you know exactly what you're looking for. There's a whole bunch of stuff out there. Data loss prevention or data loss protection is a big category. It can cover a lot of ground, but you have to make sure that you know what you want, and you have to prioritize that list. We call it a value-based prioritized roadmap. You have to know what you want and what's critical for you at that point in time. Don't try and do everything all at once. Give yourself the top three things that you want to accomplish within a certain timeframe and work toward those. Spend your time on those. Don't get off track because it is easy to get off track with new features and all that. You should just stick to the plan and work it through. So, definitely make sure that you have a priority list of what functionality and what services you're actually interested in.

I would rate it a solid ten out of ten. We've been very happy with it. It covers a lot of space and is very scalable. They have good people to work with. It is a little pricey, but you get what you pay for. We find it a pretty straightforward application to work with. We've been able to leverage it to help improve our policies. It is a good tool..”

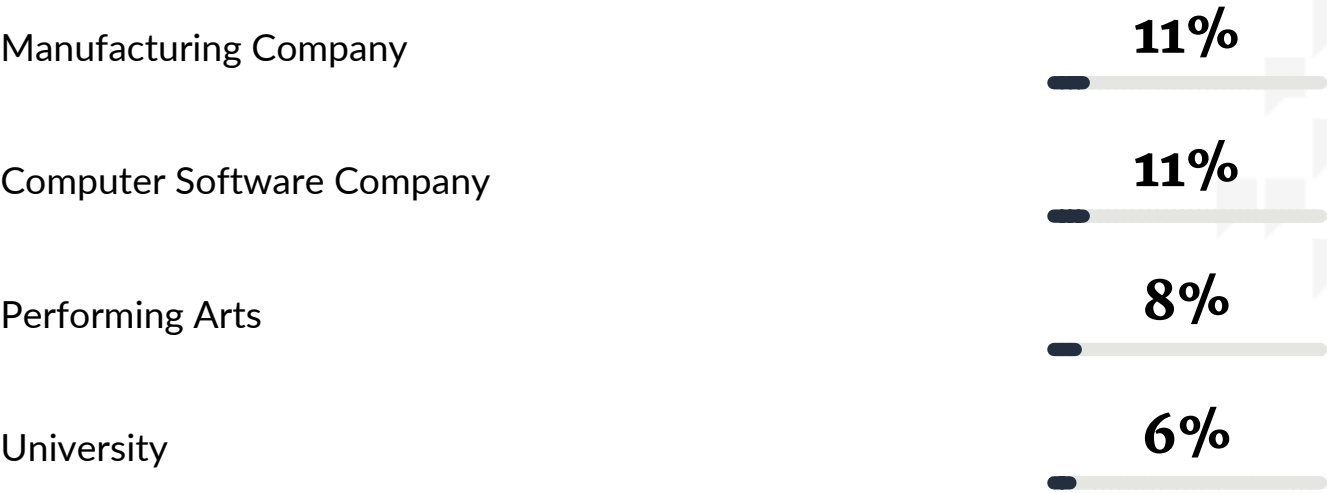
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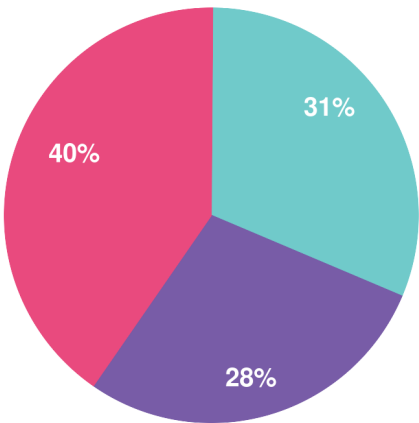
# Top Industries

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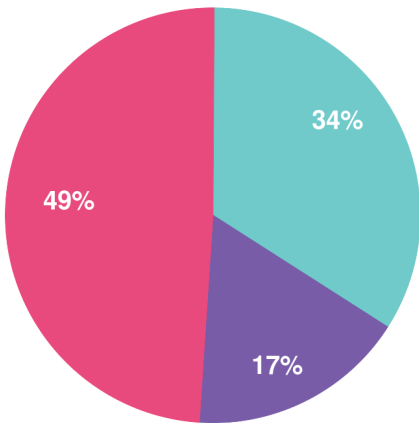


# Company Size

by reviewers



by visitors reading reviews



Large Enterprise      Midsized Enterprise      Small Business

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