

aws marketplace

Commvault Cloud

# Reviews, tips, and advice from real users



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# Product Recap



Commvault Cloud

# Commvault Cloud Recap

Commvault Cloud is the ultimate cyber resilience platform built to meet the demands of the hybrid enterprise. Beyond its core functionality of data backup and recovery across diverse workloads, including applications, databases, virtual machines, and files, Commvault Cloud stands out as a robust defense against ransomware. Going beyond backup, the platform integrates advanced data security features such as encryption, access control, and threat detection, safeguarding against unauthorized access and cyber threats.

With tools for data management, classification, and migration, businesses can optimize storage costs, enhance accessibility, and comply with regulations seamlessly. Boasting cloud integration with major providers like AWS, Azure, and Google Cloud, Commvault Cloud leverages the scalability and flexibility of the cloud for comprehensive data protection and management. The platform's automation capabilities streamline tasks, and its reporting and analytics features provide valuable insights into data usage, potential risks, and optimization strategies. Commvault Cloud is not just a security tool; it is a key component of cyber resilience, enabling organizations to not only protect against cyberattacks but also recover swiftly and minimize the impact of incidents. Elevate your cyber resilience strategy with Commvault Cloud.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

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



**Ankit Gagneja**

Cloud Solution Architect at Tata Consultancy

- ✓ “Commvault Cloud provides an excellent solution.”



**Darshan Divekar**

CEO at a computer software company with 51-200 employees

- ✓ “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.

- ✓ “The ability to manage everything from a single pane of glass is another major advantage.”



**Matt Reller**

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

- ✓ “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 Backup & Recovery's search utility is its most valuable feature.”



**Michael L. Mathews**

Vice President for Innovation and Technology at Oral Roberts University

## 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.

### Verified user

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

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“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 mtechnologies at Deloitte

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“The most valuable features of Commvault Cloud include deduplication and compression. Deduplication and compression are critical for us because they provide good compression, which is essential in data management. The time to recover from the disk is a critical requirement. The ransomware protection feature was one of the key considerations for choosing Commvault Cloud..”

**Chethana Kahandugoda**

CIO / Senior Deputy General Manager at Lb

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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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# 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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“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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“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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“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..”

**Verified 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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“The solution enables our customers to save on infrastructure costs by being able to manage what were disparate data management solutions in one place. It is one of the most important features: You can do backup for almost everything from one platform. Plus, you can reduce costs by using any cheap storage and still have the deduplication feature. You can present any cheap storage for the backup and not have to worry about the B2B high cost appliances, like HPE, Dell EMC Data Domain, etc. When you can do everything from one place, it's always better. It will reduce cost on the infrastructure and human resources who manage the environment..”

**Mostafa Atrash**

IT Infrastructur Section Head at Palpay

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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..”

**Verified user**

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


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# Use Case

“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 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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“We use the deception piece of Commvault, not the backup solution.

We use deception decoys across our corporate networks and across our OT networks to emulate vulnerable systems so that if a threat actor were to get inside and start scanning the network, the hope is they would bump into one of these, and we would get the alert, and we would be able to react and know some of these inside. Most of what we deploy in terms of decoys have some level of vulnerabilities that threat actors would be interested in, such as an old version of an operating system..”

**Verified user**

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

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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 mtechnologies at Deloitte

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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 IJJ

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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

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“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..”

**Verified 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.

**Verified user**

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

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“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

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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

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“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

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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 mtechnologies 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.

**Verified 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

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

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“To those evaluating this solution, I would advise looking at the maturity of their security organization. Do they have a SOC and are they going to be able to address the alerts that they are going to get on the decoys? If it is just more noise on top of the noise they are already dealing with, they probably should not put this type of technology in until they clean up their environment and have a good handle on the alerts they are getting. That is because you cannot put it in and ignore it. It is a decoy. Something is hitting it, and that something might be real, and you need to take action on it.

I would recommend Commvault to others. They have been an easy organization to work with. They have good technical support, and I still like their technology.

Overall, I would rate it an eight out of ten..”

**Verified user**

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

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“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 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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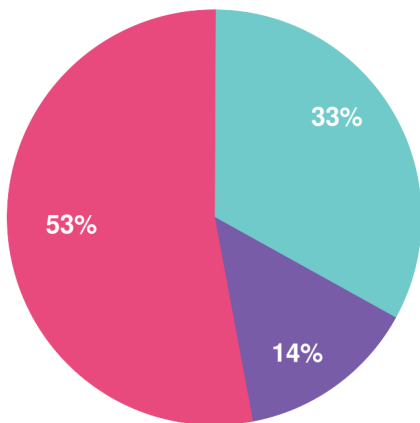
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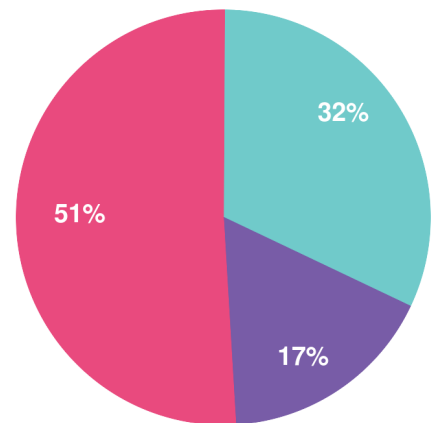
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# Company Size

by reviewers



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