

PeerSpot Review

Watford & Three Rivers District Council

Primary Use Case

Back in July 2021, we migrated to Office 365. I am in the process of migrating users' mailboxes from on-prem to Office 365 in the cloud. In the initial design, there was no backup solution. Whereas, we back up all mailboxes twice a day onsite. Via Metallic, we are backing up Exchange mailboxes in Office 365, OneDrive, SharePoint and Teams. We have already migrated 100 mailboxes out to the cloud and further migration of another 600 users.

How has it helped your organisation?

They gave us the option of where to store data. We chose data stores, which is called Storage UK South. It is really flexible. The best thing is that Metallic followed the model for Office 365. It is the same model, so we pay only for user mailboxes. We do not pay for shared mailboxes, which is really good. We don't have to buy four terabytes of spaces or anything. We are paying at a level of 750 users mailboxes to be backed up and shared mailbox is free. More than 750 users and the price will reduce.

The backup runs automatically every eight hours. Therefore, there are three backups in a day. So far, we have never seen where the backups have over run.

As far as I am concerned, it is a very good product, simple to restore and I would highly recommend it

From the technical point of view, we have delta backups. Once a mailbox is migrated to Office 365, whatever the size is, it gets a backup fully once. After that, only delta changes get backed up. This is a really good solution because you don't use a lot of bandwidth since you are only changing deltas. There are no restore charges.

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What is most valuable?

So far, anything that gets backed up, it is good. Restoring is very fast. In testing, I did a restore for a single item from a mailbox. Within a minute, I had the message back in my mailbox. So, it didn't take hours or days. Obviously, there will be a limit. If we suddenly go into DR and have to restore five terabytes of emails for people, then it will take a couple of days, which would be acceptable. For general usage, where we have to do the odd restore, we have never had issues. It happens within minutes.

It does back up Azure AD. This is a feature that we really haven't used. We have not had any issues with users or a group to run a restore. The option is there and if required the Azure AD Group object can be restored. I am sure if I tick on it, then it will restore that option back into Azure AD. This is an extra bonus that we got for free.

What needs improvement?

I am a consultant. Therefore, I have assessed the product, recommended it, and implemented it. I then hand it over to the BAU guys for the normal business day-to-day, as I work on projects. They do a Daily check. Unless in the last four weeks something has changed, we get four emails. One for each product: Exchange, OneDrive, SharePoint, and Teams. So, we are getting four backup reports.

It would be nice to have just one email report come in, then we can filter out failures. If everything is backed up, we really don't need to see the report. If it is in a single report. A simpler customised report would be good.

In the roadmap, they have something around reporting. They are aware that they need to improve it. It might already be there or we haven't set it up. However, in the last four weeks, which was the last time that we checked, we didn't see anything different.

How long have you used the solution for?

We set up the solution in November 2021. So, by November 2021, we were fully up and running.

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The stability is perfect. Whenever I log in, it logs in. When I click on something, it loads up. So, I haven't seen any issues.

Sometimes, some dashboards take a bit of time to load but they have to go back and do queries, which is normal. It is your bandwidth and your Internet. When 700 users are logged onto our site, then our Internet will be a bit slower. When compared with our other products or anything else that I have used, the solution is sleek, fast, and smooth with no issues.

About Metallic

Metallic is part of Commvault's Intelligent Data Services Platform that enables organisations to proactively simplify and manage the complexity of enterprise data.

With Metallic SaaS, you get cost-effective and enterprise-grade data protection, without the complexity. That means easy deployments, automatic upgrades, no hardware costs, and a predictable subscription model.

About COOLSPIRiT

COOLSPIRiT has a proven record of achievement as a Commvault reseller that recognises us as a data management industry leader. Having deployed Commvault since 2008, holding Platinum Partner status since 2013, being awarded EMEA Partner of the Year in 2016 and Service Advantage Plus in 2018 acknowledges our abilities.

"It is set and forget, which saves us time daily"

Nav Shah, ICT Consultant



What do you think about the scalability of the solution?

We haven't been involved in any scalability. We just have a simple backup for our four products, and that's it. I am sure it is scalable since I can see in their dashboard that they use Dynamics 365, Salesforce, and do endpoints. However, we do not use any of those products.

The project has been handed over to a BAU (business as usual), which is a team of two server engineers who work with it. One of the engineer's jobs is to check the backups daily. That involves checking the Metallic backups. We set up an daily email, which they receive and can confirm the backup has run. Rather than log into a dashboard, look at figures. or go around looking for information, it is on their fingertips in the morning. It takes one minute and their job is done.

What was your ROI?

Metallic has reduced the amount of manual work that we require to manage our backup operations. It is set and forget. It is actually one of those things. Usually when you set up a backup system, you need to sometimes work on it, do your daily checks, etc. Now, this solution is just set and forget. You receive a report telling you, "You are backed up."

Every day, if you do a daily check of backups, that could take anywhere from half an hour to an hour. So, it is probably saving us at least five hours a week.

If needed, we have Commvault on-prem backup solution for Exchange. Now, that has gone to the cloud. The good thing is we don't have to pay for bandwidth and hardware. We don't pay for licensing, operating systems, updating those systems, and having a team for it. Comparatively, there is a cost savings.

What advice do you have for others?

Close your eyes and just go for it. it just works. I would highly recommend it. I would rate the solution as 10 out of 10.

I love criticising companies to find some fault or try to break the solution. That is what I was trying to do during testing. However, I couldn't pick up anything apart from reporting, where there is room for improvement. I am sure they can come up with something better for the reporting.

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