

Datto | Datto Continuity Products vs. Veeam Recovery Solution



Availability for the always on Enterprise

Veeam itself is not a full continuity solution, below is an apples to apples comparison to Datto Continuity:

Monetary & Time Cost



- Backup Software: Veeam Availability Suite Enterprise Plus (per socket or per VM pricing)
- Offsite Replication Configuration: Veeam Cloud Connect (per VM pricing)
- Local Storage: Roll your own, Veeam recommends NetApp, Dell EMC, HPE, Cisco Hyperflex
- Cloud Storage: Roll your own or partner with cloud storage provider
- 2nd Cloud Storage Location: Roll your own or partner with cloud storage provider

Time Cost



- Management of Multiple Sites: Configuration of Veeam ONE per site only
- Instant Virtualization and Backup Testing: Configure with Enterprise Plus only

What Veeam Users Say...

1. Veeam can do all of what Datto can do.
2. Datto is expensive when I add margin to my cost. Veeam is not.
3. Veeam ONE handles my management of each site.
4. I have N number of technicians already trained to use Veeam.
5. Veeam is more flexible and I have more options.

What DATTO Says...

1. A Veeam based solution can provide similar services, but for some of your less sophisticated customer workloads Veeam is overkill, requires a lot of extra integrations, storage and software licenses. As a result it will take more time to set up, eat up capacity in your data center, waste your tech's time on lower margin opportunities, and cost you more money than the same solution using Datto. Let us show you how Datto can complement your existing services and increase your margin for your less sophisticated customer workloads.
2. Make sure you are comparing apples to apples, the license that you need to use is Availability Suite Enterprise Plus to compare to what Datto includes. Veeam displays pricing on their website, so not only is the solution going to be expensive, your margin is locked in. Datto is channel only and does not publish any pricing, so you can charge what you want and can make double or more margin compared to what you could offer with Veeam.
3. Managing devices by site is time consuming for MSPs. Datto offers multi-tenant management, to manage all customer sites. In addition to multi-tenant management, you will also need to quickly identify issues, take action, submit support tickets, replace hardware, procure new devices, learn about new features, find best practices, check on backup status, set notifications (email, integration setup) drum up new business, (MarketNow), and more. Managing multiple sites is only part of the equation.
4. I am glad you do, because you already invested time and money to manage those Veeam installations. Our partners, on average, double their business with Datto every 2-3 years. While they do tend to hire more people, most are just working more efficiently selling and then installing Datto products, with minimal configuration requirements.
5. Numerous options also come with complicated setup procedures, meaning more profit lost. Increase profitability and decrease TCO with Datto products. Provide your end users with business continuity out of the box with minimal setup and configuration.

Veeam Guiding Questions

Start an open ended conversation with the following, while actively listening. Then pick from WHERE DATTO WINS and FEATURE COMPARISON for your talking points.

1. What do you like about your current solution?
2. What do you not like about your current solution?

Question	Answers	Where Datto Wins
1. How is your vendor invested in your business and helping you grow?	2, 3	<ol style="list-style-type: none"> 1. Fully integrated hardware/software/cloud continuity solution at a price that never changes based on offering 2. Datto will never compete with you and will work with you to build your business...when you grow, Datto grows - Channel Only 3. Better Margins since there is no published pricing with Datto 4. One Portal to handle purchasing, management, sales enablement and knowledge transfer 5. Each backup scanned for Ransomware 6. 24/7/365 Direct to Tech Support 7. Proprietary Inverse Chain Technology <ol style="list-style-type: none"> a. Virtualize every backup in 6 seconds b. No need for extra storage or configuration for virtualizations c. Backups are completely independent from one another 8. Innovating Recovery, Restore and Management with industry firsts. <ol style="list-style-type: none"> a. Backup Windows, Linux and Mac b. No extra license requirements c. Automated and Advanced Backup Testing d. Compare changes with backups using Backup Insights e. Hybrid Virtualization allows you to have a cloud virtualization automatically configured as if it was local. f. Constantly expanding 9. Use Datto used for backup archiving and restoration can prevent Ransomware. 10. Datto offers a predictable single cost for true business continuity.
2. What are the costs you incur associated with providing end users with a true business continuity solution?	1, 4, 6, 7abc, 8	
3. How will you know if Ransomware has infected VMs other than the end user letting you know?	5, 9	
4. Tell me some instances where you were not able to provide a solution to an end user.	Depends on what the partner talks about	
5. How long do you/your technicians spend configuring a new Veeam recovery solution?	1, 4, 6, 7abc, 9	
6. If your customers' data grows what do you have to do to make sure they are paying for the overage?	10	

Take Note About Veeam:

- Veeam sells direct as well as provides "service provider" pricing.
- The SIRIS Imaged product ties nicely in line with what Veeam offers because Veeam is replication software.
- Veeam tends to be used in a more enterprise end user.
- MSPs tend to default to free versions of Veeam for smaller customers, but it does not provide them true business continuity.
- Veeam uses Reverse Chain technology, it is fairly similar to Inverse Chain technology however data over time is inefficiently stored.
- If someone has Microsoft or VMware certification they can get a Veeam Availability Suite Enterprise Plus NFR.
- "Read Amplification" with Reverse Chain: I/O rates decrease to read information on Veeam virtualizations. 3 reads for 1 write operation.

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Feature Comparison



FEATURE	VEEAM	DATTO
True Business Continuity (local, cloud)	Requires many solutions configured together	Fully integrated solution
No Cost 24/7/365 Direct to Tech Support	No [%]	Yes
Virtualization (Local and Cloud)	Yes ^{*§}	Yes, no extra licensing or configuration needed
New Backups not dependant on prior backups	Reverse Chain Technology: Yes Forever Incrementals: No	Inverse Chain Technology
Channel Only	No	Yes
Backup and Restore (Physical and Virtual Guests)	Windows, Linux, BSD, Mac OS, Novell, Solaris and Unix [!]	Windows, Linux and Mac
Hypervisor Management, Restore and Recovery Integration	Yes (Hyper-V, VMware)	Yes (Hyper-V, VMware)
Seamless Upgrade Process to Get New Features	No, time consuming	Yes, automated
No Console [#] Setup Required	No	Yes
Agentless Backup	VMware and Hyper-V VMs	VMware VMs
Hardware Agnostic	Yes	Yes
Ransomware Detection	No	Yes
Seamless Management	Yes, requires configuration	Yes, no configuration needed
File Sync and Share Functionality	No	Yes
Advanced Backup Verification	Yes, requires configuration	Yes, no configuration needed
High Availability	Yes	No
Image-level Backup	Yes	Yes
File-level Backup	Yes, requires configuration	Yes, requires configuration
Cloud Object Storage Support	Microsoft Azure Blob, Amazon S3, any S3/ Swift-compatible cloud	No

* Requires Veeam Availability Suite Enterprise Plus

§ Requires Veeam Cloud Connect

! Some file systems supported for VMware vSphere only

A console is the brain that handles schedules and configurations, Veeam requires one to be configured and Datto's is already setup as the Siris or Alto User Interface.

% Veeam Availability Suite Enterprise Plus has 24/7/365 support but not direct to technical support