Unitrends Compared to Datto

Customers Choose Unitrends for a Comprehensive Single Vendor Solution with more Advanced Recovery and DRaaS Options

Top 5 Ways Unitrends Beats Datto

1. Single Vendor Solution
2. 100% Confidence in your Recovery.
3. Enterprise-Grade DRaaS
4. Simple File Searching Capabilities
5. Local Data Retention Options

Datto

Datto solutions are pieced together from several vendors with an MSP that stands between you and the people who know the product the best - the vendors. Once you select an MSP you are locked into that relationship with no option to change without starting over. Also Datto does not offer fully featured DRaaS, just "offsite virtualization". You are limited to just 2 CPU / 4 GB memory VMs with no guarantee of recovery success. In fact you can't even fully test recovery capabilities as Datto only offers "screen shot verification".

Unitrends

Unitrends offers all-in-one physical and software products that protect both physical and virtualized servers. Unitrends also provides the most comprehensive cloud DRaaS in the industry. With over 19,000 customers and continued rapid growth, Unitrends was an early adopter of cloud technology. In fact, Unitrends gives you the ability to fail-over to the cloud with a 1-hour SLA. No competitor can match Unitrends' breadth of backup, recovery, and cloud backup and continuity options.

Key Feature or Benefit	Unitrends	Datto	Why Unitrends Wins
Single Vendor Solution	✓	X	• There is never a question of who to call. Unitrends series of all-in-one backup appliances are fully supported by Unitrends Support and their 98% Customer Satisfaction Rating. • Datto solutions are sourced from several vendors and supported by an MSP, not the companies who know the products best.
100% Confidence in your Recovery	✓	X	• Know where you stand at all times. Unitrends Recovery Assurance automates backup verification, multi-system recovery plans, and compliance reporting for ensuring recovery SLAs. • Datto only offers "screen shot images" with no automated way of fully testing your recovery or ensuring you meet your RTOs.
Enterprise-Grade DRaaS	✓	X	• Unitrends is the only DRaaS vendor to offer a 1-hour SLA guaranteeing mission critical apps will quickly recover from a disaster. • Datto has no true DRaaS, only offering "off-site virtualization" and smaller VMs.
Simple File Searching Capabilities	✓	X	• Unitrends allows you to search your backups for particular files just like you would on your servers. • With Datto you have to know exactly where the desired file is located before you can recover it from a backup
Local Data Retention Options	✓	X	• Unitrends has local retention options including disk-to-disk-to-any (D2D2X) to removable media, including tape and SATA disks • Datto only supports data storage on the appliance or in the cloud.

Details: Why Unitrends Beats Datto

Single Vendor Solution

Unitrends builds, integrates and supports every component of our backup solutions. Unitrends backup appliances integrate server hardware, operating system, security, server/OS/ application monitoring, backup software and the cloud. Our Customer Support organization is based in Columbia, South Carolina, co-located with the engineers who design and build our solutions. Our Customer Support organization has a 98% customer satisfaction rating, solving most issues on the first call.

Datto uses a combination of products (some requiring additional licensing) to provide a solution to their customers. With multiple vendors in the path, more vendors often lead to more complexity and lower customer satisfaction. The total number of responsible parties for supporting Dato products is a minimum of 3 – MSP, Datto, and the 3rd party component vendor.

100% Confidence in Your Recovery

As complexity within the IT infrastructure increases, administrators are often skeptical whether they can recover from IT disasters with minimal disruption. With Unitrends, the scepticism ends. Unitrends offers Recovery Assurance, true automated and orchestrator recovery verification software for use on premises or in the cloud. Recovery Assurance allows administrators to perform full site DR tests, measure RTO/RPO SLAs, and generate crisp compliance reports for DR auditors.

Datto does not support full recovery testing. Datto only offers "screen shot verification". Datto testing does not scale and can test only one machine at a time, not complex, n-tiered applications that run across multiple servers such as ERP and MRP software.

Test as often as you want and have total confidence that you will recover as needed with Unitrends Recovery Assurance.

Enterprise Grade DRaaS

With Unitrends Cloud, organizations of all sizes can completely offload their burden of maintaining a cloud-based disaster recovery program, freeing them to focus on what they do best - support their business. They can rest assured that if they have a site disruption, their business will be up and running within an hour – guaranteed. With unlimited retention, 1 hour disaster recovery SLAs and Recovery Assurance compliance reporting, Unitrends Cloud offers an unparalleled solution to businesses who seek the benefit of a comprehensive business continuity solution with the smallest total cost of ownership. Unitrends can also suport failing over and recovering in hyperscale clouds such as Azure or AWS.

Gartner's DRaaS Magic Quadrant attests Unitrends compelling cloud offering by naming it a "Visionary" in this space.

Datto only offers "offsite virtualization" and no way to test recoveries to gain confidence your business will survive a site-wide disaster.

Simple File Searching Capabilities

One of the most common requests made of IT is to recover lost or wrongly deleted files. With Unitrends you can easily recover a missing file in less than five minutes, from logon to a fully functional restore. The user interface is so easy that any IT person can perform the recovery, with no special training or manuals to consult. You can easily search backups to find the missing file.

With Datto file recovery is complex. You can't browse backups to find files so you need to know in advance the exact location of the missing data.

Local Data Retention Options

Datto can store data only on the appliance or in the cloud. They have no option for local data retention so companies that want to maintain some form of local backups using tape or removable drives must perform a complex work-around.

Unitrends supports local data retention programs with an interface to tape and removable hard drives. This is ideal for small and mid-sized enterprises that do business only in a single location, are not yet ready to jump to the cloud but still require getting backups off-site for disaster protection and compliance purposes.