

CommVault Is A Leader Among Enterprise Backup And Recovery Software Providers

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COMMVAULT EXCELS WITH AN INTEGRATED PLATFORM

CommVault's primary strategy centers on providing a single platform for backup, recovery, continuity, archive, and other data management and protection strategies. The 17-year-old company uses its relative youth to its advantage, touting a modern approach to data protection. CommVault scored high in the current offering section and is in a virtual tie for top honors with competitor EMC. Areas of strength for CommVault include its deduplication capabilities and cloud-target integrations, as well as hypervisor and application capabilities. The company also received high marks in the professional services and consulting area, which is a newly expanded offering for CommVault. While its market share is still considerably smaller than the other giants in the Leaders category, CommVault continues to see rapid growth, nearly doubling its customer base during the past four years.

See below for more information on CommVault's current offering, strategy, and market presence.

Forrester Wave™: Enterprise Backup And Recovery Software, Q2 '13



CommVault Evaluation Overview

CURRENT OFFERING

Data reduction capabilities and scalability	Simpana v10 software integrates data reduction capabilities, including global deduplication and “incremental forever” backups. It also has embedded source and target deduplication, with the ability to compress and encrypt natively in the software. This includes extending the deduplication to tape and cloud storage tiers. A new parallel deduplication configuration offers linear scalability up to hundreds of terabytes by clustering deduplication nodes that share backup streams and provide automated failover for increased resiliency.
Backup targets	Simpana v10 is storage hardware agnostic, with support for disk, tape, virtual tape library, dedupe appliances, cloud, and snapshot targets for protection in a single platform.
Advanced backup options	Simpana v10 integrates snapshot management with support for Hyper-V and VMware, array and software replication, image level backups, and deduplicated synthetic fulls. Thousands of VMs can be protected with policy-based discovery, installation, backup, and reporting. Policy-based archiving moves data to low-cost storage to optimize resources, cut costs, and meet compliance needs. Database protection via integrated APIs (RMAN, VSS, etc.) enables granular recovery. These tools allow for log-only backups to streamline point-in-time capture. DASH Copy replicates deduped copies (or deltas) to an alternate site or the cloud. Customers can use the Virtualize Me process to automatically restore a backup copy into a VM to simplify disaster recovery (DR) testing and to automate provisioning, creation, and restore of system state copies to a DR site running the VMs. Workflow automation provides prebuilt workflows for common tasks such as laptop registration, file system backup/restore, and creation of custom processes.
Encryption	Simpana v10 has native support for software encryption including Blowfish, AES, Serpent, Twofish, and Triple DES. The keys are stored in the CommServe database on a per chunk basis. This means that customers do not need proprietary key management solutions to integrate tape hardware encryption. Simpana v10 also integrates with tape hardware encryption techniques.
Platform support	Simpana v10 supports current versions of Windows, Unix, and Linux.
Continuity and restore features	CDP, host-based replication, and SAN management for snapshots and clones and replicas are all supported by Simpana v10. Bare-metal recovery to different hardware or virtual machines is also supported. Customers can use the Virtualize Me process to recover any backup copy into a virtual machine at the click of a button to speed test and development and DR scenarios.

CommVault Evaluation Overview

Backup verification and error checking	During a data verification operation, data is checked to ensure that it is valid for recovering and is successfully copied during an auxiliary copy operation. Customers can verify data on all copies, or on a specific copy, and in parallel streams. A specific data protection/archive operation can also be verified on a copy. Customers can define parameters for a storage policy copy, such as the length of data verification time for a backup job is made valid. Auxiliary copy, data verification, and content indexing operations all utilize the same single auxiliary copy manager process to reduce resource requirements.
Complementary modules	Simpana v10 integrates into a single software platform with the following data management capabilities: backup, deduplication, encryption, content indexing, search, eDiscovery and legal hold, automated tiering, laptop/desktop (edge) protection, archive, snapshot management, enterprise reporting and analytics, and workflow management.
Manageability	All software may be remotely installed from the central server, including patches with smart replication features to reduce WAN traffic. This allows for a simplified rollout to many clients at once. Additionally, Simpana v10 workflow automation capabilities can streamline operations and automate repetitive or highly complex data management tasks. Admins may select from an extensive catalog of typical tasks, such as laptop registration or new user sign-up, or create their own custom workflows using a graphical user interface to bring together sets of individual tasks in a specific order or decision tree. Custom reports within Simpana can be built via SQL queries. An intuitive workflow walks the user through the report creation; the output is a highly customizable graphic that can be accessed from any web browser and iOS and Android mobile devices. Customer references scored CommVault's ease of setup and implementation 9.6 out of 10.
Setup and implementation	Large enterprises deploying Simpana v10 usually take three to four weeks and require professional services. For those companies that want to use a pre-integrated backup appliance, CommVault has partnered with Dell to offer a preconfigured and pretested appliance with Simpana preinstalled — the Dell PowerVault DL2300. It is mainly aimed at Remote Office/Branch Office (ROBO) in large enterprises. CommVault claims the appliances can be deployed in 30 minutes using a first-time boot utility that automates the creation of backup/archive policies and deduplication.
Scalability	Scale is defined by backup jobs — 100,000 backup jobs in a 24-hour period or 10,000 clients in a cell. Each Simpana CommCell can support more than 500 media agents.

CommVault Evaluation Overview

STRATEGY

Corporate and product strategy	CommVault believes a single software platform to modernize the way customers protect, manage, and access their data continues to be its core differentiation. CommVault's strategies are to continue the organic development of new capabilities; to extend into new markets; and to provide broader application and hardware coverage, greater performance and scale, and increased operational efficiency. Simpana v10 is the first step of opening access to managed data in the ContentStore — the virtual repository for all Simpana-managed data. CommVault envisions both internally developed use cases — such as centralized healthcare data management, eDiscovery and compliance, and mobile access — and a partner ecosystem that will integrate with the ContentStore to add more business value from managed data.
Research and development	Simpana software is CommVault's only product, so the entire development organization of 500-plus resources is dedicated to the product. CommVault's development organization is centered in its New Jersey HQ with engineering, product management, and certification teams with R&D and support centers in multiple locations around the globe. It's also important to note that CommVault is the only vendor evaluated in this Forrester Wave that has grown entirely organically, without major acquisitions. Therefore, it places significant emphasis on its R&D practices.
Strategic partnerships	CommVault's technology partners include: Bull, Citrix Systems, EMC, Fujitsu, HDS, HP, IBM, Microsoft, Oracle, Red Hat, Rackspace, SAP, and VMware, along with an increasing number of storage management/snapshot vendors such as Nimble. Examples of how CommVault segments some of its key partners are as follows: 1) key software partners: Microsoft, VMware, Oracle, and SAP; 2) key hardware partners (OEM): Dell, HDS, NetApp, and Fujitsu; 3) key hardware alliance partners: EMC, HP, IBM, and Nimble; and 4) key cloud partners: Rackspace, Amazon.com, Microsoft, Rivera Amplification, and NTT Communications (Dimension Data). CommVault has more than 130 service provider partners worldwide. Some of the largest MSPs include Rackspace, Amazon.com, Rivera Amplification, Dell, and Dimension Data. These partners deploy CommVault as part of their managed services catalog including backup, DR virtualization, and edge protection.
Cost	Like many of the backup software vendors, CommVault is transitioning to a capacity-based licensing model for its customers. At an average deal size of \$25,000 to \$30,000, it is on the lower end of the solutions evaluated in this Forrester Wave. Its maintenance ranges from 19% to 21%.
Customer satisfaction	Customer references in Forrester's survey rated CommVault very highly across the board. All references surveyed commented on Simpana's ease of management. Overall, CommVault's Net Promoter Score was a 10, and its customer satisfaction score was an 8.667.

CommVault Evaluation Overview

MARKET PRESENCE

Installed base	There are more than 23,000 cells registered; a cell is an installed operating site. CommVault ranks fifth for installed base.
Revenue	CommVault's total revenue in Q3 FY 2013 (ended December 31, 2012) was \$128.1 million. This was an 8% increase quarter-over-quarter and a 24% increase year-over-year. CommVault's total revenue over the past four quarters (in millions) are as follows: 1) Q4 FY 2012 = \$114.0, 2) Q1 FY 2013 = \$111.3, 3) Q2 FY 2013 = \$118.2, and 4) Q3 FY 2013 = \$128.1.
Revenue growth	In fiscal year 2012, CommVault's total revenue growth was 29% year-over-year. It was 16% in both fiscal years 2011 and 2010. This represents a CAGR of 14.5%.
Go-to-market partnerships	CommVault sells its software and services through direct, OEM, and reseller channels. CommVault leverages channel (roughly 70% of revenue), OEMs (roughly 20% of revenue), and a direct sales force (roughly 10% of revenue).
Customer service	CommVault Support Services options range from 5x12 to premium 24x7x365 coverage, to proactive enterprise support, to business-critical support programs operationally tailored to large enterprise requirements optimization. Support is always offered thru CVLT globally. It has operating centers in Oceanport, Reading, Sydney, and Beijing. Language centers for localization are located in Montreal, Sao Paolo, and Seoul. It also has CommVault-authorized support partners that deliver support for its customers in different geographies where those partners control all the elements in a customer's data center (storage and servers and network); this program is primarily in EMEA and limited to three in Asia Pacific. CommVault Remote Operations Management Service (ROMS) offers intensive monitoring and reporting for customers and provides a direct path for CommVault to identify issues in those monitored environments before problems occur.
Professional services and consulting	CommVault has numerous complementary offerings under the categories of: consulting services (advisory), professional services (implementation and optimization), support services (technical support), and education services (training). Consulting and professional services include new disaster recovery, snapshot management, virtual server protection, and data classification and archive policy design. Enterprise technical support includes predictive analytics support that proactively and continuously monitors environments to identify potential issues and notify customers to prevent data incidents. Expanded training offerings comprise of role-based education and new web-based training modules.
Sales staff	CommVault has approximately 435 total employees in its worldwide sales force. Its employee breakdown is as follows: Americas (includes Canada and Latin America) — 270; EMEA — 101; Asia Pacific and Japan — 43; and China — 21. CommVault has approximately 300 systems engineers worldwide.

CommVault Evaluation Overview

Geographic presence

In 2007, CommVault began a branding effort to present cohesive market messages on its singular software platform, Simpana, and Solving Forward philosophy, with innovations that solve today's problems and anticipate future needs. Software and consulting, professional, and support services are sold directly and indirectly, from more than 50 CommVault global offices and partners in the Americas, EMEA, and Asia Pacific. CommVault teams with partners like Microsoft, VMware, Forsythe Solutions, and CDW to drive awareness and sales. In Q3 FY 2013, 86% of software revenue came from OEMs, MSPs, and resellers. Local support offices are in Oceanport, New Jersey; Reading, the UK; Beijing; and Sydney, Australia, which support 20 languages. Language centers are located in Canada, Brazil, and Korea.

WHY READ THIS REPORT

FROM THE FORRESTER WAVE™: ENTERPRISE BACKUP AND RECOVERY SOFTWARE, Q2 2013

In Forrester's 61-criteria evaluation of enterprise backup and recovery software vendors, we identified the six most significant software providers — ASG, CommVault, EMC, HP, IBM, and Symantec — in the category and researched, analyzed, and scored them. This report details our findings about how well each vendor fulfills our criteria and where they stand in relation to each other to help infrastructure and operations (I&O) professionals select the right partner for their backup and recovery software suites.

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