



Safeguarding your data with Dell APEX Backup Services

A Principled Technologies research report

According to some forecasts, “the total amount of data created, captured, copied, and consumed globally,” could grow to over 180 zettabytes by 2025—a massive increase from the 64.2 zettabytes in 2020.¹ This can make protecting that data very complicated. And what happens when disaster occurs and a business loses critical data or workloads? With a strong data protection and recovery solution in place, an organization can protect their applications and data and, if something goes wrong, get back up and running quickly. SaaS application protection products bring the high availability of the public cloud to bear on this problem, but there are a wide variety of solutions on the market. Finding the right one for your business can be tricky.

We researched Dell APEX Backup Services and Commvault® Metallic™ SaaS Backup and Recovery. We conducted our research using only publicly available documentation and captured all of our sources; we did not perform any hands-on testing. In our research, we found that Dell APEX Backup Services offered advantages, including stronger data isolation and Google Workspace support, that the Commvault solution lacked. This report details our findings.

¹ Statista, “Total data volume worldwide 2010 to 2015,” accessed August 16, 2022, <https://www.statista.com/statistics/871513/worldwide-data-created/>.



Improve security

with stronger data isolation



Safeguard your SaaS apps

with Microsoft 365, Salesforce, and Google Workspace protection

Our research

For businesses taking a cloud-first strategy, it's critical to find a public cloud-based data protection and recovery solution that doesn't incur unexpected costs or increase data management complexity.

We found that Dell APEX Backup Services is a unified data protection, management, and information governance console that provides protection for Microsoft 365, Google Workspace, and Salesforce apps.² According to Dell, in addition to being a highly secure and scalable SaaS platform, APEX Backup Services for SaaS Apps contains features for legal hold and source-side deduplication.³ Their site also states that Dell APEX Backup Services "deploys in minutes and provides unlimited on-demand scaling" to help protect growing data volumes with "backup, disaster recovery and long-term retention."⁴

By contrast, Commvault Metallic SaaS Backup and Recovery includes protection for Microsoft Office 365, Microsoft Dynamics 365, and Salesforce.⁵ According to their site, Metallic SaaS Backup benefits include virtual air-gapping, unlimited Azure storage, automated daily backups, and simple SaaS delivery; they position their service as "the best of enterprise-grade backup and recovery, with the ease and simplicity of the public cloud. Proven, hardened, and multi-layered security provides trusted performance to protect and recover data fast."⁶

In our research on the APEX and Commvault solutions, we focused on two key areas that might be of interest to an IT team seeking SaaS app protection. In Table 1, we give a brief overview of these areas and what we found. We expand on this table in the following pages.

Table 1: Overview of our research findings on the two SaaS protection solutions. Source: Principled Technologies.

	Dell APEX Backup Services	Commvault Metallic SaaS Backup and Recovery
Data isolation	Better data isolation with Microsoft 365 production data in Microsoft Azure and backup data in AWS ⁷	Both Microsoft 365 production and backup data in Microsoft Azure ⁸
Applications available for protection	Microsoft 365, Salesforce, Google Workspace ⁹	Microsoft 365, Salesforce, Microsoft Dynamics 365 ¹⁰

2 Dell Technologies, "APEX Backup Services," accessed June 20, 2022, <https://www.delltechnologies.com/asset/en-us/solutions/apex/technical-support/apex-backup-services-datasheet.pdf>.

3 Dell Technologies, "APEX Backup Services."

4 Dell Technologies, "APEX Backup Services," accessed June 15, 2022, <https://www.dell.com/en-us/dt/apex/cloud-services/backup-services.htm>.

5 Commvault, "Metallic® SaaS Backup & Recovery," accessed June 13, 2022, <https://www.commvault.com/metallic>.

6 Commvault, "Safeguard your SaaS app data," accessed June 15, 2022, <https://metallic.io/saas-app-protection>.

7 Dell Technologies, "APEX Backup Services for SaaS Apps," accessed June 20, 2022, <https://www.delltechnologies.com/asset/en-us/solutions/apex/briefs-summaries/apex-backup-services-saas-m365-solution-brief.pdf>.

8 Commvault, "Greater ransomware protection with data isolation and air gap technologies," accessed June 13, 2022, <https://www.commvault.com/resources/greater-ransomware-protection-with-data-isolation-and-air-gap-technologies>.

9 Dell Technologies, "APEX Backup Services," accessed June 20, 2022, <https://www.dell.com/en-us/dt/apex/cloud-services/backup-services.htm>.

10 Commvault, "Metallic® SaaS Backup & Recovery," accessed June 13, 2022, <https://www.commvault.com/metallic>.

Data isolation

You need to keep your data secure when backing up and storing it. A combination of the latest technology and traditional security methods could help you do so. By storing the same data in different locations that are isolated from each other, you can assume that even if you lose data in one, you can still safely access the same data from the other. Both Dell APEX and Commvault Metallic solutions offer protection for apps by isolating data, among many other important security measures,^{11,12} but we found that APEX Backup Services for SaaS Apps offers an additional layer of isolation by backing up production data from Azure on AWS.

Many organizations use Microsoft 365 apps to share information via email, documents, meetings, spreadsheets, and more. Keeping that information safe is vital for effective data protection for your organization and users. Dell APEX Backup Services for SaaS Apps helps secure Microsoft 365 app data by taking a step further with data isolation: The solution backs up files directly from Microsoft Azure to the APEX Backup Services platform in AWS, so organization data is not only in two different geographic locations, but further separated by different public cloud providers.¹³ APEX Backup Services can store data across geographical regions in AWS, further helping protect it from location-specific outages.¹⁴

As we discussed earlier, Commvault Metallic also offers protection for Microsoft 365 apps. While Commvault also utilizes various security practices,¹⁵ their backup public cloud offering includes only Microsoft Azure.¹⁶

Table 2 summarizes our findings on data isolation.

Table 2: Summary of data isolation features of the two SaaS protection solutions. Source: Principled Technologies.

	Dell APEX Backup Services	Commvault Metallic SaaS Backup and Recovery
Backs up data from one public cloud provider onto another	✔ Backs up files directly from Microsoft Azure to the APEX Backup Services platform in AWS	✘ Backup public cloud offering includes only Microsoft Azure

- 11 Dell Technologies, "APEX Backup Services for SaaS Apps," accessed June 20, 2022, <https://www.delltechnologies.com/asset/en-us/solutions/apex/briefs-summaries/apex-backup-services-saas-m365-solution-brief.pdf>.
- 12 Commvault, "Greater ransomware prevention with data isolation and air gap technologies," accessed June 15, 2022, <https://www.commvault.com/resources/greater-ransomware-protection-with-data-isolation-and-air-gap-technologies>.
- 13 Dell Technologies, "APEX Backup Services for SaaS Apps," accessed June 20, 2022, <https://www.delltechnologies.com/asset/en-us/solutions/apex/briefs-summaries/apex-backup-services-saas-m365-solution-brief.pdf>.
- 14 Dell Technologies, "What to consider when protecting your SaaS applications," accessed June 20, 2022, <https://www.delltechnologies.com/asset/en-us/solutions/apex/briefs-summaries/apex-backup-services-ebook-saas-apps.pdf>.
- 15 Commvault, "Greater ransomware prevention with data isolation and air gap technologies," accessed June 15, 2022, <https://www.commvault.com/resources/greater-ransomware-protection-with-data-isolation-and-air-gap-technologies>.
- 16 Commvault, "Metallic® Backup for Microsoft Office 365," accessed June 15, 2022, <https://metallic.io/office365-backup-and-recovery>.

Applications available for protection

Many organizations rely on communication and productivity applications—to keep your operations running smoothly, those tools need to be secure. Which applications an organization considers critical can depend on its size and industry, but Microsoft 365 and Google Workspace applications are important across many types and sizes of businesses. If your business uses a customer relationship management (CRM) application, Salesforce or Microsoft Dynamics 365 support may also be critical to you.

Both of the backup protection solutions we looked at can cover Microsoft 365 apps as well as Salesforce production and sandbox data.^{17,18} The Commvault Metallic solution also offers protection for Microsoft Dynamics 365, a CRM offering from Microsoft.¹⁹ However, if your workforce uses Google Workspace—which includes Google Drive, Docs, and Gmail—in its workflows, APEX Backup Services could help protect those apps.²⁰ Commvault Metallic SaaS Backup and Recovery would not.²¹

In Table 3, we summarize our findings on which applications the two SaaS protection solutions protect.

Table 3: Summary of the applications for which the two SaaS protection solutions offer data protection.
Source: Principled Technologies.

	Dell APEX Backup Services	Commvault Metallic SaaS Backup and Recovery
Protects Microsoft 365 data	✓	✓
Protects Salesforce production and sandbox data	✓	✓
Protects Microsoft Dynamics 365 data	✗	✓
Protects Google Workspace data	✓	✗

17 Dell Technologies, “APEX Backup Services,” accessed June 20, 2022,

<https://www.dell.com/en-us/dt/apex/cloud-services/backup-services.htm>.

18 Commvault, “Metallic® SaaS Backup & Recovery.” accessed June 13, 2022, <https://www.commvault.com/metallic>.

19 Commvault, “Metallic® SaaS Backup & Recovery.”

20 Dell Technologies, “APEX Backup Services,” accessed June 20, 2022,

<https://www.dell.com/en-us/dt/apex/cloud-services/backup-services.htm>.

21 Commvault, “Metallic® SaaS Backup & Recovery.” accessed June 13, 2022, <https://www.commvault.com/metallic>.

Protection for on-premise and public cloud-based databases

Most of our research focused on the SaaS app protection features from APEX Backup Services and Metallic SaaS Backup and Recovery, but we also found differences in database protection services from APEX and Metallic. Many organizations run databases—full of vital, sensitive information—and keeping them secure and backed up could be as critical as protecting your app data.

APEX Backup Services support for databases includes direct-to-cloud, source-side deduplication backup without requiring additional hardware or software.^{22,23} Their solution supports Oracle and Microsoft SQL Server versions from 2008 through, and including, 2019.²⁴ SQL protection from APEX Backup Services can work either on-premise or in a hybrid environment with AWS, which could mean increased flexibility for your IT team.²⁵

Metallic Database Backup, the database protection service from Commvault Metallic, aims to provide easy management, flexibility, and security. Commvault Metallic positions it as “the essential safeguard for protecting Microsoft SQL, Oracle, and SAP HANA from ransomware and other threats.”²⁶ In addition to these databases, the service also supports AWS databases. We could not find any indication that Metallic Database Backup supports on-premise SQL Server snapshots or public cloud-based Microsoft SQL Server databases without additional Commvault software.²⁷

In Table 4, we summarize our findings on the support the two SaaS protection solutions offer for public cloud-based Microsoft SQL Server databases.

Table 4: Summary of how the two SaaS protection solutions support public cloud-based Microsoft SQL Server databases. Source: Principled Technologies.

	Dell APEX Backup Services	Commvault Metallic SaaS Backup and Recovery
Support for SQL Server snapshots	☑	Documentation is unclear
Support for public cloud-based Microsoft SQL Server databases	☑	☒

22 Dell Technologies, “APEX Backup Services,” accessed July 18, 2022, <https://www.delltechnologies.com/asset/en-nz/solutions/apex/technical-support/apex-backup-services-datasheet.pdf>.

23 Dell Technologies, “How to modernize the protection of hybrid workloads,” accessed June 20, 2022, <https://www.delltechnologies.com/asset/en-us/solutions/apex/briefs-summaries/apex-backup-services-ebook-hybrid-workloads.pdf>.

24 Dell Technologies, “Support matrix,” accessed June 20, 2022, https://dell-docs.druva.com/?cid=phoenix_home_page.

25 Dell Technologies, “How to modernize the protection of hybrid workloads,” accessed June 20, 2022, <https://www.delltechnologies.com/asset/en-us/solutions/apex/briefs-summaries/apex-backup-services-ebook-hybrid-workloads.pdf>.

26 Commvault, “Metallic® Database Backup,” accessed June 15, 2022, <https://metallic.io/database-backup>.

27 Commvault, “Azure SQL Database,” accessed June 15, 2022, https://documentation.commvault.com/v11/essential/97468_azure_sql_database.html.



Conclusion

Companies seeking a simplified data protection and recovery solution need something secure and comprehensive with easy manageability. In this report, we've used publicly available documentation to compare Dell APEX Backup Services and Commvault Metallic in key areas.²⁸ We found that Dell APEX Backup Services offers Google Workspace support and better data isolation. As you seek to find the right data protection and recovery solution for you, this information could help you make an informed choice.

²⁸ The links and information presented in this report are subject to change or could become outdated after publication.

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