



# SaaS advantage: Druva Data Protection for SaaS Applications vs. Commvault Metallic Backup and Recovery

A Principled Technologies research report based on publicly available information

When disaster occurs and a business loses critical data or workloads, it pays to have a plan. By preparing in advance with a strong data resiliency solution, an organization can protect their applications and data to get back up and running quickly. Cloud-based Software-as-a-Service (SaaS) application protection solutions bring the high availability of the 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 two SaaS application protection solutions:<sup>1</sup> Druva Data Protection for SaaS Applications 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.<sup>2</sup> Though our research was not comprehensive, we found that the Druva solution offered several advantages—including strong API support, FedRAMP authorization, physical air-gapping, and a dedicated training program—which the Commvault solution lacked. This report details our findings.



## Protect your data

*with virtual and physical air-gapping*



## Ensure regulatory compliance

*with FedRAMP authorization*



## Safeguard your SaaS apps

*with Microsoft 365, Salesforce, and Google Workspace protection*

- <sup>1</sup> Druva inSync is the product family name covering Druva Data Protection for SaaS Applications. When we did our research, the collateral referred to Druva InSync; therefore, some of the sources to which we link may refer to it as Druva InSync.
- <sup>2</sup> In this document, we have included the dates on which we accessed all sources. We completed our research on June 15, 2022. The links and information presented in this report are subject to change or could become outdated after we completed our research.



## Our research

For businesses of any size, data resiliency is a critical part of a recovery plan. Organizations must consider security, flexibility, ease of use, and support, among other factors, when selecting a protection solution.

Druva Data Protection for SaaS Applications offers protection for Google Workspace, Salesforce, and Microsoft 365<sup>3</sup>—which includes Microsoft OneDrive, Exchange Online, SharePoint, and Microsoft Teams.<sup>4</sup> According to Druva, Data Protection offers features such as automated SaaS backup, one-click SaaS integration, information governance, secure cloud data protection, and centralized cloud-based management.<sup>5</sup> It aims to simplify “backup, archival, compliance, and device management to reduce the cost and complexity of protecting end-user data, support regulatory compliance, and improve data visibility.”<sup>6</sup> Data Protection backs up SaaS app data to the Druva Data Resiliency Cloud, which runs on AWS.<sup>7</sup>

The SaaS Backup and Recovery offering from Commvault Metallic includes protection for Microsoft 365, Microsoft Dynamics 365, and Salesforce.<sup>8</sup> 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 cloud. Proven, hardened, and multi-layered security provides trusted performance to protect and recover data fast.”<sup>9</sup>

In our research on the Druva and Commvault solutions, we focused on six 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.

3 Druva, “SaaS backup and recovery,” accessed June 13, 2022, <https://www.druva.com/use-cases/saas-backup/>.

4 Druva, “Comprehensive Microsoft 365 backup,” accessed June 27, 2022, <https://www.druva.com/solutions/microsoft-365-backup/>.

5 Druva, “Backup [sic] Your SaaS Application Data,” accessed June 15, 2022, <https://www.druva.com/products/saas-backup/>.

6 Druva, “Druva inSync datasheet,” accessed June 15, 2022, [https://content.druva.com//datasheets?topic=inSync&overlay\\_url=https%3A%2F%2Fcontent.druva.com%2F%2Fds-druva-insync%3F%3DOnwtMv%26lx%3Dc9qudW](https://content.druva.com//datasheets?topic=inSync&overlay_url=https%3A%2F%2Fcontent.druva.com%2F%2Fds-druva-insync%3F%3DOnwtMv%26lx%3Dc9qudW).

7 Druva, “Industry’s Leading SaaS Platform for Data Resiliency,” accessed June 27, 2022, <https://www.druva.com/products/platform-overview/>.

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

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

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

	Druva Data Protection for SaaS Applications	Commvault Metallic SaaS Backup and Recovery
<b>Data isolation</b>	Virtual and physical air gap, with Microsoft 365 production data in Microsoft Azure and backup data in AWS <sup>10</sup>	Virtual air gap, with both Microsoft 365 production and backup data in Microsoft Azure <sup>11</sup>
<b>Applications available for protection</b>	Microsoft 365, Salesforce, Google Workspace <sup>12</sup>	Microsoft 365, Microsoft Dynamics 365, Salesforce <sup>13</sup>
<b>Application programming interface (API) support</b>	Offers developer hub with APIs, guides, and documentation <sup>14</sup>	We could not source information about APIs or support
<b>Federal Risk and Authorization Management Program (FedRAMP) status</b>	Moderate impact level, FedRAMP authorized <sup>15</sup>	High impact level, FedRAMP in process <sup>16</sup>
<b>Customer data privacy</b>	Druva cannot access customer data <sup>17</sup>	We could not source information about Commvault access to customer data
<b>Support and training</b>	One-hour initial response time for critical issues, and 30-minute response time for critical issues with purchased Premium Support; <sup>18</sup> dedicated training program <sup>19</sup>	One-hour initial response time for critical issues; <sup>20</sup> training videos, <sup>21</sup> but no certifications specific to Metallic <sup>22</sup>

10 Druva, "Data protection-as-a-service begins with a resilient architecture," accessed June 13, 2022, <https://www.druva.com/blog/data-protection-as-a-service-beqins-with-a-resilient-architecture/>.

11 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>.

12 Druva, "The #1 SaaS Data Protection Platform," accessed June 13, 2022, <https://www.druva.com/use-cases/saas-backup/>.

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

14 Druva, "Introduction," accessed June 13, 2022, <https://developer.druva.com/docs/introduction>.

15 U.S. General Services Administration, "Druva, Inc. – Druva inSync," accessed June 13, 2022, <https://marketplace.fedramp.gov#!/product/druva-inSync?sort=productName&productNameSearch=druva>.

16 U.S. General Services Administration, "Commvault Systems, Inc. – Metallic," accessed June 14, 2022, <https://marketplace.fedramp.gov#!/product/metallic?sort=productName&productNameSearch=metallic>.

17 Druva, "Enterprise Cloud Data Protection," accessed June 13, 2022, <https://www.druva.com/products/enterprise-security/>.

18 Druva, "Druva Support Policies," accessed June 14, 2022, <https://www.druva.com/documents/druva-support-policies.pdf>.

19 Druva, "MSP Training Series," accessed June 14, 2022, <https://academy.druva.com/msp-training-series?next=%2Fmsp-training-series%2F1155772>.

20 Commvault, "Metallic MSP Customer Support Policies," accessed June 14, 2022, [https://metallic.io/wp-content/uploads/2021/06/Metallic\\_MSPCustomerSupportPolicies\\_v1.1.pdf](https://metallic.io/wp-content/uploads/2021/06/Metallic_MSPCustomerSupportPolicies_v1.1.pdf).

21 Commvault, "Customer Support – Video Library," accessed June 14, 2022, <https://metallic.io/support#video-library>.

22 Commvault, "Commvault Education Advantage – Course Catalog," accessed June 14, 2022, <https://ea.commvault.com/CourseGroup/CourseCatalog>.

## Data isolation

When backing up and storing your data, security is critical. Along with the latest and greatest technology, traditional security methods, such as air-gapping, can help keep your information safe. By storing the same data in different, isolated locations, you can assume that even if you lose data in one location, you can still safely access the same data from the other. Both Druva and Commvault Metallic solutions protect apps by isolating data, among many other important security measures,<sup>23, 24</sup> but we found that Druva Data Protection offers an additional layer of isolation with physical air-gapping.

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. Druva Data Protection helps secure Microsoft 365 app data through air gaps, both virtual and physical. They eliminate network

connections between datasets. They take air-gapping a step further with physical isolation, backing up files directly from Microsoft Azure to the Druva Data Resiliency Cloud in AWS<sup>25</sup>—organization data is not only in two different locations, but further separated by different cloud providers. At no additional cost to the customer,<sup>26</sup> Druva stores data across 18 different geographical regions in AWS and offers GovCloud (us-gov-west-1),<sup>27</sup> further protecting it from location-specific outages.

As we discussed earlier, Commvault Metallic also offers protection for Microsoft 365 apps. While Commvault also utilizes various security practices and virtual air gap principles by eliminating network connections between data,<sup>28</sup> their backup cloud offering includes only Microsoft Azure.<sup>29</sup> We could not find whether they store data across different Azure regions.

## Applications available for protection

Many organizations run on communication and productivity applications, such as Microsoft Outlook or Google Docs. To keep your operations running smoothly, they need to be secure. Organizations in different verticals may consider different applications to be critical, but Microsoft 365 and Google Workspace applications are common across many types and sizes of businesses. If your business is large enough to use a customer relationship management (CRM) application, Salesforce or Microsoft Dynamics 365 may also be critical to you.

Both SaaS protection solutions can cover Microsoft 365 apps as well as Salesforce production and sandbox data.<sup>30,31</sup> The Commvault Metallic solution also offers protection for Microsoft Dynamics 365, an enterprise resource planning (ERP) and CRM offering from Microsoft.<sup>32</sup> However, if your workforce uses Google Workspace—which includes Google Drive, Docs, and Gmail—in their workflows, Druva Data Protection would protect those apps.<sup>33</sup> Commvault Metallic SaaS Backup and Recovery does not.<sup>34</sup>

- 23 Druva, "Data protection-as-a-service begins with a resilient architecture," accessed June 15, 2022, <https://www.druva.com/blog/data-protection-as-a-service-begins-with-a-resilient-architecture/>.
- 24 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>.
- 25 Druva, "Comprehensive Microsoft 365 backup," accessed June 15, 2022, <https://www.druva.com/solutions/microsoft-365-backup/>.
- 26 Druva, "Druva for Microsoft 365 Backup," accessed June 27, 2022, <https://content.druva.com/c/ds-druva-for-office-365-backup?x=OnwtMv&lx=c9qudW>.
- 27 Druva, "Druva Status - inSync," accessed July 18, 2022, <https://insyncstatus.druva.com/>.
- 28 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>.
- 29 Commvault, "Metallic® Backup for Microsoft Office 365," accessed June 15, 2022, <https://metallic.io/office365-backup-and-recovery>.
- 30 Druva, "The #1 SaaS Data Protection Platform," accessed June 13, 2022, <https://www.druva.com/use-cases/saas-backup/>.
- 31 Commvault, "Metallic® SaaS Backup & Recovery," accessed June 13, 2022, <https://www.commvault.com/metallic>.
- 32 Commvault, "Metallic® SaaS Backup & Recovery."
- 33 Druva, "The #1 SaaS Data Protection Platform," accessed June 13, 2022, <https://www.druva.com/use-cases/saas-backup/>.
- 34 Commvault, "Metallic® SaaS Backup & Recovery," accessed June 13, 2022, <https://www.commvault.com/metallic>.

## API support

An API is the software that lets two applications communicate with one another. Like a restaurant waiter running from the customer to the kitchen, an API acts as an intermediary, taking requests from the one system to another, and then delivering responses from the second system to the first. For example, when using an online travel service, such as Expedia or Google Flights, a user inputs their desired baggage services and layovers into the service's website. Then the website asks its API to get information from airline databases and deliver it back to the website. The website will then show the user the information they requested.<sup>35</sup>

## FedRAMP status

The U.S. government created FedRAMP to "provide a cost-effective, risk-based approach for the adoption and use of cloud services by the federal government."<sup>39</sup> For a federal agency to consider using a cloud provider, the provider must have undergone a path to FedRAMP testing and approval, which includes three stages: ready, in process, and authorized. Only after a cloud provider reaches the authorized stage can federal agencies use it.

FedRAMP authorized Druva Data Protection in October 2017, so it is fully approved to provide application protection services to federal agencies. Druva Data Protection meets the moderate impact level requirements,<sup>40</sup> which means that data loss would have "serious adverse effects on an agency's operations, assets, or individuals."<sup>41</sup>

For those using a SaaS protection solution, APIs may be especially important for reporting data, managing permissions, and keeping data secure.<sup>36</sup> Druva offers a developer hub that features instructions for getting started with their APIs and resources, such as their GitHub repository, and information on third-party API integrations. According to the developer hub, "You will find comprehensive guides and documentation to help you start working with Druva APIs as quickly as possible, as well as reference data and support if you get stuck."<sup>37</sup>

Commvault offers API integrations,<sup>38</sup> but we could not find APIs or support specifically for the Commvault Metallic solution.

As of July 2022, 12 federal agencies rely on the Druva solution, including the Department of Health and Human Services, the Department of Transportation, and the VA Office of the Inspector General.<sup>42</sup>

The Commvault Metallic solution meets the high impact level, meaning that it is most appropriate for the federal government's "most sensitive, unclassified data,"<sup>43</sup> but it has not yet reached the authorized stage. In other words, the solution has the capability to meet FedRAMP guidelines to protect data, but it has not finished the approval process for federal agencies to use it. As of July 2022, the Commvault Metallic solution is in the "in process" stage without an estimated authorization date.<sup>44</sup>

35 Mulesoft, "What is an API? (Application Programming Interface)," accessed June 14, 2022, <https://www.mulesoft.com/resources/api/what-is-an-api>.

36 Jude Daniel, "Gather your data insights with Druva REST APIs," accessed June 15, 2022, <https://www.druva.com/blog/gather-your-data-insights-with-druva-rest-apis/>.

37 Druva, "Introduction," accessed June 14, 2022, <https://developer.druva.com/docs/introduction>.

38 Commvault, "Commvault: API Driven," accessed June 14, 2022, <https://www.commvault.com/api-integrations>.

39 U.S. General Services Administration, "Program Basics," accessed June 13, 2022, <https://www.fedramp.gov/program-basics/>.

40 U.S. General Services Administration, "Druva, Inc. – Druva inSync," accessed June 13, 2022, <https://marketplace.fedramp.gov#!/product/druva-inSync?sort=productName&productNameSearch=druva>.

41 U.S. General Services Administration, "Understanding Baselines and Impact Levels in FedRAMP," accessed June 13, 2022, <https://www.fedramp.gov/understanding-baselines-and-impact-levels/>.

42 U.S. General Services Administration, "Druva, Inc. – Druva inSync," accessed June 13, 2022, <https://marketplace.fedramp.gov#!/product/druva-inSync?sort=productName&productNameSearch=druva>.

43 U.S. General Services Administration, "Understanding Baselines and Impact Levels in FedRAMP," accessed June 13, 2022, <https://www.fedramp.gov/understanding-baselines-and-impact-levels/>.

44 U.S. General Services Administration, "Commvault Systems, Inc. – Metallic," accessed June 14, 2022, <https://marketplace.fedramp.gov#!/product/metallic?sort=productName&productNameSearch=metallic>.

## Customer data privacy

Any SaaS offering must take data privacy seriously. In a recent survey of consumers, 86 percent of respondents “said they feel a growing concern about data privacy,” and 40 percent don’t trust organizations to handle their data ethically.<sup>45</sup> Beyond customer concerns, there are a host of privacy-related laws and regulations with which organizations must comply, particularly in fields such as healthcare and financial services.

The Druva Data Protection solution encrypts data both in flight and at rest, using a session-based encryption key that the customer controls.<sup>46</sup> It stores data and metadata separately, so “it’s impossible to access and reconstruct data without authenticated customer credentials.”<sup>47</sup> Explained simply on their website: “Druva does not have access to customer data - ever.”<sup>48</sup>

In our research on the Commvault Metallic solution, we could not find information about whether Commvault can access customer data or not.

## Support and training

No matter how robust your recovery solution, you’re bound to have questions or run into bumps along the way. In extreme cases, a quick customer service response can mean the difference between meeting a service-level agreement (SLA) and breaching a contract. Access to training resources could also help you cut down on time with service representatives. Therefore, both customer support and training are vital considerations when looking for a SaaS protection solution.

In 2021, Druva received an Net Promoter Score (NPS)

customer satisfaction rating of 89, which, according to the company, makes it “one of the highest-rated SaaS companies for customer service.”<sup>49</sup> With Business Critical support (included with the purchase of a Druva service), customers get 24/7/365 support access via phone or web, self-help resources, support from Level 2 professionals, and standard service.<sup>50</sup> By purchasing Premium Support, customers get additional features, such as communication via chat, a dedicated support engineer, access to Level 3 professionals, and more.<sup>51</sup> Table 2 shows the response times that Druva reports for both types of their support services.

Table 2: Response times for Druva support services. Source: Druva, <https://www.druva.com/documents/druva-support-policies.pdf>.

Support type	Business Critical		Premium Support	
	Initial response time	Follow-up time	Initial response time	Follow-up time
Critical	1 hour	4 hours	30 minutes	2 hours
High	2 hours	8 hours	1 hour	4 hours
Medium	4 hours	24 hours	2 hours	12 hours
Low	8 hours	48 hours	4 hours	24 hours

45 Lance Whitney, “Data privacy is a growing concern for more consumers,” accessed June 14, 2022, <https://www.techrepublic.com/article/data-privacy-is-a-growing-concern-for-more-consumers/#>.

46 Druva, “Enterprise Cloud Data Protection,” accessed June 13, 2022, <https://www.druva.com/products/enterprise-security/>.

47 Druva, “Enterprise Cloud Data Protection.”

48 Druva, “Enterprise Cloud Data Protection.”

49 Druva, “Druva Leads Industry with Best-in-Class Customer Support for its Cloud Platform,” accessed June 14, 2022, <https://www.druva.com/about/press-releases/druva-leads-industry-with-best-in-class-customer-support-for-its-cloud-platform/>.

50 Druva, “Druva Support Policies,” accessed June 14, 2022, <https://www.druva.com/documents/druva-support-policies.pdf>.

51 Druva, “Druva Support Policies.”

Druva users can access forums, cloud statuses, and training resources from the support portal.<sup>52</sup> The Druva resource center includes case studies, white papers, videos, ebooks, and other types of materials.<sup>53</sup> Druva Academy is also available to users, offering live and recorded webinars, with several sessions specific to the Druva Data Protection solution in their training curriculum.<sup>54</sup>

We could not find the same level of detail for Commvault Metallic customer support. We did see that their support landing page points users to the Commvault forum, as well as Metallic documentation, policies, and a support portal.<sup>55</sup> This page also offers a customer support phone number and the options

to chat or submit a ticket, but these latter two options require a login.<sup>56</sup> (Creating such a login was outside the scope of our research.) We could not determine if Commvault offers these features to all Metallic users or only to those with certain subscriptions. Table 3 shows the target support response times that Commvault reports.

The Commvault Metallic site includes a resource library—comprising ebooks, case studies, videos, datasheets, and more—and webinars. Although Commvault offers trainings and certifications for many of its products and services,<sup>57</sup> their website does not list courses specific to Metallic.<sup>58</sup>

Table 3: Target Commvault Metallic support response times. Source: Metallic, [https://metallic.io/wp-content/uploads/2021/06/Metallic\\_MSPCustomerSupportPolicies\\_v1.1.pdf](https://metallic.io/wp-content/uploads/2021/06/Metallic_MSPCustomerSupportPolicies_v1.1.pdf).

Target Commvault Metallic support response times		
Priority	Initial response time	Follow-up time
Critical	1 hour	4 hours
High	2 hours	8 hours
Medium	4 hours	24 hours
Low	24 hours	48 hours

52 Druva Support Portal, accessed June 14, 2022, <https://support.druva.com/s/>.

53 Druva resource center, accessed June 27, 2022, <https://content.druva.com/l/all>.

54 Druva, “MSP Training Series,” accessed June 14, 2022, <https://academy.druva.com/msp-training-series?next=%2Fmsp-training-series%2F1155772>.

55 Commvault, “Metallic Customer Support,” accessed June 14, 2022, <https://metallic.io/support>.

56 Commvault, “Metallic Customer Support.”

57 Commvault, “Services and Training,” accessed June 14, 2022, <https://www.commvault.com/services>.

58 Commvault, “Commvault Education Advantage – Course Catalog,” accessed June 14, 2022, <https://ea.commvault.com/CourseGroup/CourseCatalog>.

## Conclusion

IT teams seeking an SaaS recovery solution have quite a few boxes to tick: They need something secure and comprehensive, with easy manageability and accessible support. In this report, we've used publicly available documentation to compare Druva Data Protection and Commvault Metallic in several key areas.<sup>59</sup>

We found that Druva Data Protection for SaaS Applications offers FedRAMP authorization, Google Workspace support, physical air-gapping, and better customer support and training programs. As you select the right SaaS solution for you, this information could help you make an informed choice.

<sup>59</sup> In this document, we have included the dates on which we accessed all sources. We completed our research on June 15, 2022. The links and information presented in this report are subject to change or could become outdated after we completed our research.

This project was commissioned by Druva.



**Facts matter.®**

Principled Technologies is a registered trademark of Principled Technologies, Inc. All other product names are the trademarks of their respective owners.

#### DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY:

Principled Technologies, Inc. has made reasonable efforts to ensure the accuracy and validity of its testing, however, Principled Technologies, Inc. specifically disclaims any warranty, expressed or implied, relating to the test results and analysis, their accuracy, completeness or quality, including any implied warranty of fitness for any particular purpose. All persons or entities relying on the results of any testing do so at their own risk, and agree that Principled Technologies, Inc., its employees and its subcontractors shall have no liability whatsoever from any claim of loss or damage on account of any alleged error or defect in any testing procedure or result.

In no event shall Principled Technologies, Inc. be liable for indirect, special, incidental, or consequential damages in connection with its testing, even if advised of the possibility of such damages. In no event shall Principled Technologies, Inc.'s liability, including for direct damages, exceed the amounts paid in connection with Principled Technologies, Inc.'s testing. Customer's sole and exclusive remedies are as set forth herein.