



Enterprise Customers Speak Out on Making the Switch From Symantec to CommVault

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Industry Analyst Report Reveals CommVault's Singular Approach to Data Management Combined with Superior Service, Reliability, Reporting and ROI Justifies Move from Symantec to CommVault

OCEANPORT, N.J.--(BUSINESS WIRE)--Dec. 13, 2007--CommVault(R) (NASDAQ:CVLT) continues to exceed expectations of companies switching from Symantec Veritas NetBackup(TM) to CommVault software. In a report entitled "IT Managers Speak out on Switching from Symantec to CommVault," Enterprise Management Associates (EMA), a leading advisory and market research company retained by CommVault to research customers' experiences after switching from Symantec to CommVault, finds that it pays to make the switch to CommVault. The report found that several former Symantec customers now using CommVault data management software have reduced their maintenance and licensing costs by up to a half, significantly improved the reliability of their backup process, and reduced administrative overhead by up to ten-fold, while saving an average 500 man hours per year in support.

According to Mike Karp, senior analyst and practice leader at Enterprise Management Associates, "EMA often sees fine products and good customer service teams, but we do not often encounter the level of enthusiasm displayed by the CommVault customers that were interviewed for this paper... each manager was emphatic about having made the right choice when they switched from Veritas NetBackup to CommVault."

The EMA report further noted that, "(s)ince data management is one of the most important functions of corporate IT, switching from one data management application to another is a decision that cannot be taken lightly. Any company that moves off one major software platform onto another must both overcome concerns about switching costs and have a reasonable expectation that it will see a short term payback on its investment."

To measure customer satisfaction after switching from Symantec to CommVault, in March and April 2007, EMA conducted a series of interviews with senior IT managers at several large heterogeneous North American data centers which showed they were satisfied with their decision. EMA determined three major causes for dissatisfaction with Veritas NetBackup: poor product reliability, excessive operational expenses, and unsatisfactory experience with Symantec support staff. In every case, the benefits realized by switching to CommVault software significantly improved reliability and data availability, while lowering on-going operational expenses. CommVault was also able to enhance the support and services experience, as reported by the site managers.

According to one site manager at an international oil and gas company with worldwide satellite offices, "CommVault has a much better product - better support, great day-to-day administration, (and) much better economics..." Another manager at a multi-national manufacturing company commented, "It was quicker to rip out NetBackup and replace it with CommVault than it would have been to upgrade to Symantec's latest version. We were shocked at how fast CommVault not only deployed, but got fully operational at scale across our enterprise... It's been the best experience we've ever had in storage."

In addition to improved reporting, increased reliability, reduced overall annual software spending and more rapid support problem resolution, other highlights of the study include:

- IT shops that switched from Veritas NetBackup to CommVault improve backup reliability: the number of jobs that finish a) in their backup window, and b) without human intervention, went from an approximately 75% average with Veritas NetBackup to a 97% average with CommVault.
- IT shops that switched to CommVault lowered their ongoing operational expenses in different categories which included:
 - a) lowered ongoing maintenance and licensing costs by 25-50%;
 - b) lowered ongoing consumable media expenses; c) up to a 10:1 reduction in weekly management hours required for administering backup jobs.
- EMA estimates that IT shops that switched from Veritas NetBackup to CommVault saves an average of 500 man-hours per year in support.

As CIOs, CFOs and other executives balance initiatives to improve data availability while driving down the cost of storage and devices, CommVault offers a number of unique and compelling benefits. Unlike 'silo' solutions that offer limited integration and require forklift upgrades, CommVault's Singular Information Management(TM) approach to data management makes it possible to start with a unified architecture for data backup and seamlessly expand into other aspects of data management including archive, snapshot, replication and resource management, all leveraging the same infrastructure and common CommVault interface.

"As data management is evolving, what customers are asking for are ways to truly unify their storage architectures using a single management layer," said David West, vice president of marketing and business development, CommVault. "This level of integration is important from a management, cost-control and business efficiency standpoint. Unlike our competitors who are still struggling to integrate their core solutions, CommVault has leveraged a single platform approach to data management from the beginning. We believe the focused sample set of customers interviewed for this

survey is representative of the broader population of customers. That's why you're seeing customers switch from Veritas NetBackup to CommVault."

For full text on this whitepaper including sampling and methodology, please visit <http://www.commvault.com/ROIreport>.

Making the Switch

If you are not a CommVault customer and you are ready to make the switch, we can help. CommVault offers a number of migration solutions for making the switch that can benefit your organization. Give us a call today at 1-888-746-3849 or visit www.commvault.com to learn more.

About CommVault(R)

A singular vision -- a belief in a better way to address current and future data management needs -- guides CommVault in the development of Singular Information Management(TM) solutions for high-performance data protection, universal availability and simplified management of data on complex storage networks. CommVault's exclusive single-platform architecture gives companies unprecedented control over data growth, costs and risk. CommVault's Simpana(TM) software suite of products was designed to work together seamlessly from the ground up, sharing a single code and common function set, to deliver superlative Data Protection, Archive, Replication, Search and Resource Management capabilities. More companies every day join those who have discovered the unparalleled efficiency, performance, reliability, and control only CommVault can offer. Information about CommVault is available at www.commvault.com. CommVault's corporate headquarters is located in Oceanport, New Jersey in the United States. (cvlt-pd)

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