Service Options Comparison

These services protect different types of computers and servers and provide different levels of support. The right option depends on your system, applications, data, hardware, and support needs.

Compare	CrashPlan	Commvault Server Backup	Campus Cloud Basic	SCS-Supported Campus Cloud	Campus Cloud Plus
Best for and key benefit	CMU-owned laptops and single-user desktop computers. Automatically protects work files stored on the device.	Physical servers, virtual servers outside Campus Cloud, HPC systems, and supported databases. Adds backup protection to the current server without requiring a new server or changing its existing support arrangement.	A flexible, self-managed virtual server with control over the operating system, applications, and configuration. Backup protection is included.	A supported virtual server running Ubuntu or Windows Server. Operating system support and backup protection are included.	A managed virtual server for systems that need operating system management, enhanced security, and backup protection.
What you get and what changes	Protects files stored on an individual computer. It is not intended for servers, databases, or server applications.	The current server remains in place. Its applications and data do not need to be moved to a new server.	A new virtual server is built in Campus Cloud. Operating System and applications must be installed on the new server, and data can be transferred from the existing server.	A new virtual server is built in Campus Cloud. The SCS support team installs and maintains the operating system. Applications must be installed on the new server, and data can be transferred from the existing server.	A new virtual server is built in Campus Cloud. Applications must be installed on the new server, and data can be transferred from the existing server.

Compare	CrashPlan	Commvault Server Backup	Campus Cloud Basic	SCS-Supported Campus Cloud	Campus Cloud Plus
Operating system and management	Works with supported operating systems on CMU-owned laptops and desktop computers. The device's existing support arrangement remains in place.	Works with supported server operating systems. The server's existing management and support arrangement remains in place.	You install and manage a currently supported Windows Server or Linux operating system. You also manage applications, databases, security updates, and system administration.	Uses the latest supported version of Ubuntu or Windows Server. A dedicated SCS team supports the operating system. You manage your applications and databases.	Uses a supported version of Red Hat Enterprise Linux or Windows Server. The service team manages the virtual server, operating system, security updates, and system administration.
GPU availability	Not applicable.	The server continues to use its existing hardware and resources, including any available GPUs.	GPUs are not available.	GPUs are not available.	GPUs are not available.
Backup coverage and retention	Protects files stored on the computer and retains previous versions for up to six months.	Provides nightly backup of server files and supported databases with 30-day retention. It does not provide a full virtual machine snapshot.	Provides nightly backup of the full virtual server with 30-day retention.	Provides nightly backup of the full virtual server with 30-day retention.	Provides nightly backup of the full virtual server with 30-day retention.
Security and ransomware protection	Retains previous versions of protected files, which can help recover files that are accidentally changed, deleted, or encrypted.	Includes ransomware detection and protected backup copies. Security tools on the server remain part of its existing support arrangement.	You install and maintain required security tools, including CrowdStrike.	The SCS support team installs and maintains required system security tools, including CrowdStrike, and provides incident response support.	Includes managed CrowdStrike protection, security patching, firewall management, and incident response support.

Compare	CrashPlan	Commvault Server Backup	Campus Cloud Basic	SCS-Supported Campus Cloud	Campus Cloud Plus
Restoring data	Files and folders can be restored through the CrashPlan application or website.	Designated departmental data managers can restore files through the Commvault web portal. Restores can also be requested through the Help Center.	System owners can create and restore VM snapshots using Campus Cloud tools on an ad-hoc basis. File level or full virtual machine restoration based on 30-day retention can be requested through the Help Center.	Designated SCS support team members handle ad hoc restores using Campus Cloud snapshots. For a full virtual machine restore, they coordinate with the Campus Cloud team.	Restores are handled by the service team through a Help Center request.
Database and application services	Does not protect server applications or databases.	Can protect supported databases. Applications and databases continue to be managed under the server's existing support arrangement.	You install and manage your applications and databases. Backups and restores are limited to captured virtual machine snapshots. Database-aware and application-aware backups and restores are not available.	You install and manage your applications and databases. Backups and restores are limited to captured virtual machine snapshots. Database-aware and application-aware backups and restores are not available.	Additional database, application, and software development services may be available for an additional cost.
Access and support	Files can be restored from any internet connection. A VPN is not required.	Web portal access requires the SCS Admin VPN, a privileged account, and Duo two-factor authentication.	Includes access to the Campus Cloud management console and 24/7 support for the underlying infrastructure. A VPN may be required for private network access.	Includes support from a dedicated SCS team. A VPN may be required depending on the server's network configuration.	Provides a managed and secured environment. Administrative access may require a VPN, and direct management console access is limited.

Compare	CrashPlan	Commvault Server Backup	Campus Cloud Basic	SCS-Supported Campus Cloud	Campus Cloud Plus
Cost	No additional data protection charge for SCS faculty, staff and students with CMU-owned laptops and single-user desktop computers. Any separate support costs still apply	Annual backup cost: $575.85 per host, plus $0.077 per GB of data added to the backup service. Any existing server management and support costs still apply.	Backup protection is included at no additional charge. Annual cost is based on the resources assigned to the server: • Server base fee: $60.41 per server • Processing: $17.88 per vCPU • Memory: $5.03 per GB of RAM • Tier 1 solid-state storage: $0.445 per GB • Tier 2 reduced-performance storage: $0.138 per GB	Backup protection is included at no additional charge. Annual cost is based on the resources assigned to the server. Any separate server management and support costs still apply. • Server base fee: $60.41 per server • Processing: $17.88 per vCPU • Memory: $5.03 per GB of RAM • Tier 1 solid-state storage: $0.445 per GB • Tier 2 reduced-performance storage: $0.138 per GB	Backup protection is included at no additional charge. Standard Campus Cloud resource costs apply, plus: • System management: $216.41 per year with automated management or $720.10 per year with quarterly manual management • One-time setup fee: $154.98 per server

The backup services included with these options are designed for operational recovery and have limited retention periods. They are not intended for long-term archival storage.

Need Help Choosing?

Not sure which option is right for you? We can help evaluate your system and determine which option is the best fit. Contact the SCS Help Center at help@cs.cmu.edu for assistance.