



SmartBackup

Comparison Guide

A comparison between AcuWorkflow SmartBackup and the two standard backup options available from Smartsheet.

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Introduction

This document provides information about the features and capabilities of SmartBackup and how it compares with alternative backup solutions for Smartsheet.

One of the key attractions of Smartsheet is the ability to format sheets and elevate usability with the use of icons, symbols, conditional formatting, attachments, automations, forms, and sheet organization, including row indenting, and Grid, Gantt, Card, and Calendar views.

However, for the most part, all these features are lost when backing up sheets using the standard Smartsheet options, which effectively convert the sheets into ordinary Excel files.

Therefore, if you need to do a recovery, you may be able to restore your basic data, but the process may leave you with an “unusable application”.

SmartBackup Alternatives from Smartsheet

As most Smartsheet customers are aware, Smartsheet itself does include a built-in backup capability, and Smartsheet also provides a free Java-based tool that can be used by System Administrators. However, these tools have several severe limitations, which is why we created our SmartBackup solution.

SmartBackup is currently the most sophisticated, advanced backup solution available in the market today, and is endorsed by Smartsheet sales and support teams as the recommended backup solution for Smartsheet customers.

For comparison purposes, let’s look at the two alternative options available from Smartsheet.

Smartsheet backups

This functionality is built into Smartsheet for Enterprise and Business customers. It creates copies of Sheets and emails a link to the User which they can use to download a zip file containing the backup copies.

Smartsheet backup	AcuWorkflow SmartBackup
Only creates “exported” backup copies in Excel format as .zip files.	Creates rich, full fidelity Backup copies that are stored in Smartsheet, as well as “exported” backup copies which are saved outside of Smartsheet.
Can only backup Sheets and Attachments.	The Backup function can backup Sheets and Attachments, Dashboards, Reports, and Folders. The Export function includes copies of Sheets with Attachments and additional metadata and can also include copies of Reports.
Only accessible on a per User basis.	Installed, configured, and managed by a System Admin. Runs automatically for all Users.
No Admin features.	Deployed and managed by the System Admin for all users.
Must be turned on manually for each workspace.	Automatically includes all eligible workspaces.

Smartsheet backup	AcuWorkflow SmartBackup
Does not do incremental backups, only full backups.	Includes All (full), Incremental, and Specific backup and export options.
Can only request a weekly recurring backup.	All three functions can be scheduled to run on any sequence, or multiple sequences as needed, at any time, and as often as needed.
Backup details are sent in an email to the user. The user must open the email and click on a link to download the backup copy as a zip file and save that somewhere.	Backup copies are included in each User's "Vault", and Export copies are saved in a secure location. No manual intervention required. No additional action required for Users or Admins.
Admins do not have access to these backup files.	Users have access to their own Backup copies; Admins have access to all Export copies and Users can also share their "Vaults" with Admins if needed.
If the user does not click in the email to download each backup copy, the link will expire after 7 days.	<p>Backup copies in the Vault are available as soon as the Backup completes and will be available for as long as the Admin decides.</p> <p>Export copies are available as soon as the Export function completes and can be retained for as long as the Admin decides.</p>
It is possible to request a one-time backup, but that also needs to be done manually.	Backup, Archive, and Export functions can be initiated on demand at any time. They can also be scheduled to run automatically on any recurring schedule as needed.
It is only possible to request a recurring weekly backup at the Workspace level. Only one-time backups can be requested at the Folder level.	<p>Backup, Archive, and Export functions can be initiated on demand at any time. They can also be scheduled to run automatically.</p> <p>The Specific function can be used to schedule recurring Backups or Exports for any Folder, Sheets, Dashboards, or Reports.</p>
If a user leaves the company all of their Smartsheet backup settings are lost.	All Backup copies and Export copies are retained if a User leaves the organization. All configurations, settings, and schedules are under the control of the System Admin.
All backups are in the form of file copies (exported copies) in Excel format and do not contain any metadata.	<p>The Export function creates backup copies in Excel format together with several "packing note" files containing all available metadata about the Sheet, Rules, and Attachments.</p> <p>Additionally, the Backup function creates rich, full fidelity copies of Sheets, Dashboards, and Reports and saves those in each User's Smartsheet account.</p>

Smartsheet backup	AcuWorkflow SmartBackup
<p>The backup copies are not saved inside Smartsheet and are therefore not accessible from within Smartsheet.</p>	<p>The Backup function creates rich, full fidelity copies of a User's Sheets and Dashboards and saves them in the User's Vault for easy retrieval.</p> <p>The Export function creates copies of Sheets and saves them outside of Smartsheet under full control of the System Admin.</p>
<p>To restore data, rows, columns or sheets, the User will need to find the backup email, download, and extract the exported files, and find the data then copy and paste into the original sheet, or they may need to import the exported file back into Smartsheet and copy the data from that import.</p>	<p>To restore, all the User needs to do is locate the most recent backup copy in their Vault, and simply copy the good data back to the original Sheet.</p> <p>In addition, if needed, the Admin can restore the Excel files created by the Export function back to Smartsheet and share with the User for restoring.</p>
<p>Formulas and Forms are not included in the backup copies. It is not possible to restore formulas, nor is it possible to restore form data. This applies to drop down lists and other metadata as well.</p>	<p>Formulas and Form data can be restored from the Backup copies in the Vault (as well as drop down lists, etc.)</p> <p>Formulas, drop down lists, and other metadata can also be restored from the Export copies.</p>
<p>It is possible to include attachments in the backups but there is no information about how those attachments are used in the sheets. Note that to include attachments in the backups, the Users must remember to enable that feature for every Workspace backup request.</p>	<p>Attachments are included in the Backup copies in the Vault and are arranged exactly like the original Sheet.</p> <p>Exported attachments are available in the Export location and can be restored to their original locations using the Attachments packing note metadata if needed.</p>
<p>No ability to choose when the weekly backups will run. By default, all backups will run "over the weekend" at some random time.</p>	<p>Full control of when and how often Backups, Exports, and Archives run. Can specify Date and Time for each function and can schedule to run multiple times in a day if required.</p>
<p>There is no overall view or list of all Smartsheet backup workspace settings in the organization. There is also no way for each individual user to see which Workspaces have been enabled for weekly backups.</p>	<p>All Backup, Archive, and Exports settings and configuration for all Users in the organization are defined by the System Admin and are easily accessible. User and Admin notifications include details of which Users and sheets are included in each Backup, Archive, and Export run.</p>
<p>At an organizational level, the System Admin has no view of the size and scope of the Smartsheet environment and how much data needs to be backed-up.</p>	<p>AcuWorkflow SmartDataPlan can be used to gain a full understanding of all Users, groups, Sheets, Dashboards, Reports, and Attachments across the entire organization, as well as the overall and detailed storage usage, together with additional valuable information.</p>

Backup Tool from Smartsheet

The Smartsheet Backup Tool is a Java command-line tool that can be used to back up all Sheets in a Smartsheet account. It makes copies of Sheets and saves those as Excel files outside of Smartsheet.

Backup Tool	AcuWorkflow SmartBackup
Requires technical expertise and configuration.	Requires some technical expertise to install and configure, but this process can be completed in about 15 minutes.
Not supported by Smartsheet (no support available). Code was last updated in 2018.	All updates and fixes are included. Enhancements and updates are provided at least on a 6-month cycle. Support is included.
Only takes full backups of all Sheets in the entire Smartsheet deployment. No support for incremental backups. No ability to select certain users or groups.	SmartBackup includes Incremental, Specific, and Full options for Backup and Export. SmartBackup is the only solution available that can provide Incremental backups. It can also be configured to run for only certain Users or groups.
Only creates Excel file copies of Sheets. Does not include attachments, comments, discussions, forms, formulas, etc. No metadata included.	Backup creates rich, full fidelity copies of Sheets, Dashboards, and Reports and saves those inside each User's Smartsheet account. Export also creates Excel file copies of all Sheets, together with all available metadata and saves those outside of Smartsheet.
All backed up copies are saved into a single folder on the destination drive.	The Backup function saves backup copies in each User's Vault, together with a Date and Time stamp and only includes Sheets, Dashboards and Reports that have recently changed (Incremental). The Export function saves copies of Sheets and associated Attachments into separate folders for each User, in separate sub-folders for each day and each run, and retains the Workspace and folder hierarchy, with each Sheet saved in the associated folder structure. Location of Export files can be defined and managed by the System Admin.
Can be scheduled to run using a standard scheduling tool.	Can be invoked via the SmartBackup Console, or via the Command Line, or using a standard scheduling tool such as Windows Task Scheduler. Incident Management Systems (IMS) integration available via notifications.
Does not have any notification capabilities.	Includes User, Admin, and Incident Management System notification functions.
Only has a command line interface.	Can be invoked via the SmartBackup Console, or via the Command Line, or using a standard

Backup Tool	AcuWorkflow SmartBackup
	scheduling tool such as Windows Task Scheduler. Also includes a “Console Server” window providing additional task and logging details.
Has limited error handling.	Comprehensive error logging and management, with sophisticated wait/retry/skip logic. Debugging mode option together with Log files included.
Has very limited documentation.	Full documentation available as well as User guides and training and System Admin guides and training.
Is very unstable and requires a lot of System Admin or IT Support and manual intervention.	Stable solution, having secured over 4 million sheets to date. Once installed and configured, can run continuously and autonomously with minimal supervision.
Does not support incremental backups.	SmartBackup includes Incremental, Specific, and Full options for Backup and Export. SmartBackup is the only solution available that can provide Incremental backups.
If it encounters an error, it will abort.	Comprehensive error logging and management, with sophisticated wait/retry/skip logic.
Only accessible to Admins. No User access of functionality or the backup copies.	Backups are accessible to Users and Exports are managed by Admins. Backups can also be shared with Admins if needed. Each User has direct and easy access to their own rich, full fidelity backup copies in their own Vault. Admins have secure, easy, and full access to all Export backup copies for the entire organization in one place.
At an organizational level, the System Admin has no view of the size and scope of the Smartsheet environment and how much data needs to be backed-up.	AcuWorkflow SmartDataPlan can be used to gain a full understanding of all Users, groups, Sheets, Dashboards, Reports, and Attachments across the entire organization, as well as the overall and detailed storage usage, together with additional valuable information.

Summary

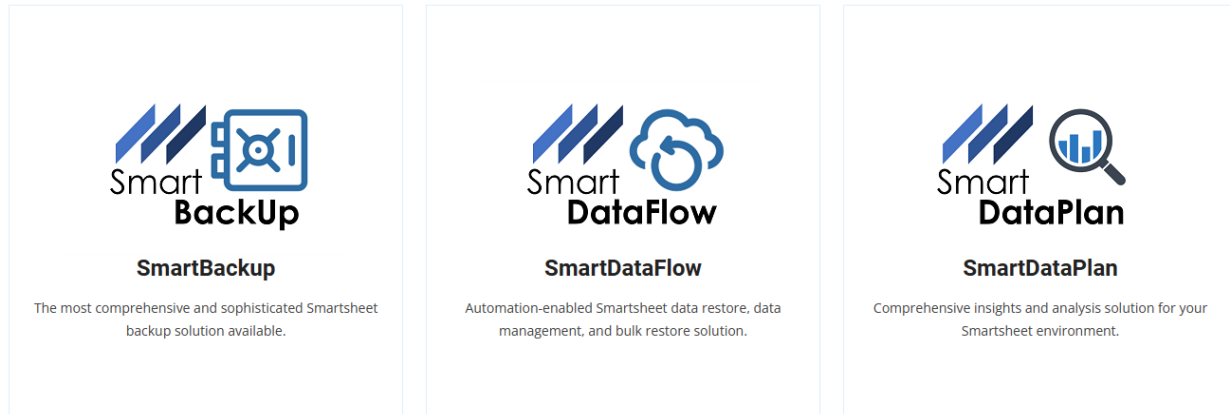
As you can see from these tables, we have built a tremendous amount of capability into our SmartBackup solution, and we also provide detailed documentation on the product and on how to install, configure, and run the solution in your environment.

With SmartBackup you also have several deployment and configuration options, allowing you to tailor the solution to your needs and to help create a comprehensive backup and business continuity framework to secure your Smartsheet and business data.

Portfolio

In addition to SmartBackup, we have also developed a complimentary portfolio of solutions, that all work together to improve your overall ability to manage your Smartsheet deployment.

Our solutions portfolio has been specifically crafted to address key customer needs, and to turn Smartsheet into a true enterprise-grade business solution.



These other solutions include SmartDataFlow and SmartDataPlan. Contact us for more details on these products.

Questions

You can find comprehensive information about SmartBackup on our website at <https://www.acuworkflow.com>, and in our [SmartBackup Documentation](#) site and [User Guides](#) site.

If you have any questions or require any additional information, contact us at info@acuworkflow.com.

References:

AcuWorkflow SmartBackup

- Website: <https://www.acuworkflow.com>
- Documentation: <https://docs.acuworkflow.com/>
- User and Admin Guides: <https://guides.acuworkflow.com/>

Smartsheet backup

- Website: <https://help.smartsheet.com/articles/506499-back-up-your-data>

Smartsheet Java Backup Tool

- Website: <https://www.smartsheet.com/marketplace/apps/backup-tool-by-smartsheet>
- GitHub: <https://github.com/smartsheet-platform/backup-java>