

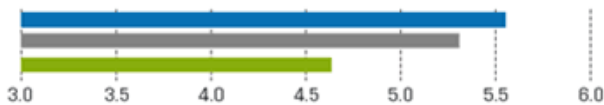


# EMC Retrospect Ranks Highest in 2008 Diogenes Labs-Storage magazine Quality Awards... again!

## MIDRANGE AWARD

■ EMC Retrospect  
■ Symantec Backup Exec  
■ CA ARCserve Backup  
Based on a 1.0-8.0 scoring scale

### OVERALL RANKINGS

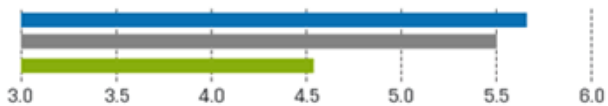


The Diogenes Labs-Storage magazine Quality Awards are designed to identify and recognize products that have proven their quality and reliability in actual use.

Among the midrange backup products, Retrospect retained its crown as the group champion. Its 5.56 score outdistanced second place Symantec's Backup Exec's 5.32. EMC took top honors by winning every section of the survey.

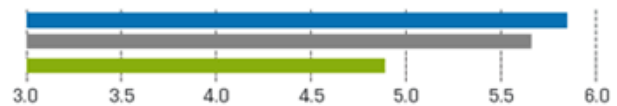
**"They now have built-in update notification capability, and you can roll out the clients right from within the interface,"** says Harvard Art Museum's Kane about Retrospect. Kane says Retrospect's **"interface to configure multiple, simultaneous jobs is wonderful and really intuitive. Once you have the system up and running, it's real easy to tweak and tune."**

### PRODUCT FEATURES



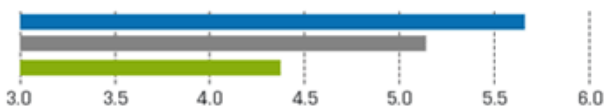
Retrospect received a 5.68 for its product features vs. Backup Exec's 5.50 and ARCserve's 4.58. Retrospect topped the section with a 6.15 for the statement "This product's features meet my needs."

### INITIAL PRODUCT QUALITY



In the midrange, EMC Retrospect's 5.74 section score compares favorably to Backup Exec's 5.63 and ARCserve's 4.86. Retrospect had a solid rating of 6.12 vs. Backup Exec's 5.60 for "This product is easy to use." Retrospect also had the highest score for our value statement (a 5.72).

### PRODUCT RELIABILITY



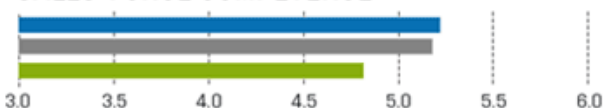
Retrospect scored a 5.62 for reliability, followed by Backup Exec's 5.18 and ARCserve's 4.36. This score was ARCserve's lowest of the survey. Retrospect's highest score in the section was for "This vendor provides comprehensive upgrade guidance," (5.94), but it also rated highly for "This product's OS platform support is adequate" (5.89).

### TECHNICAL SUPPORT



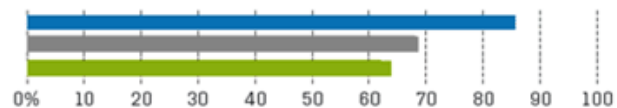
Retrospect was also highly rated for the statement "Vendor provides support as contractually specified" (6.16). Its overall section score of 5.50 topped Backup Exec (5.12) and ARCserve (4.43).

### SALES-FORCE COMPETENCE



EMC Retrospect led the midrange group with an overall sales score of 5.24, while Backup Exec and ARCserve scored a 5.20 and 4.77, respectively. Retrospect had its highest section score (a 5.50) for the statement "My sales rep is flexible"

### WOULD BUY THIS PRODUCT AGAIN



As noted earlier, nearly one-third of our respondents say they would make a different purchase decision based on what they know now. EMC Retrospect led all products with an 85.7% of users willing to repurchase.