

Accelerate Your Data Recovery

with Commvault's Cyber Resilience Services Program

OVERVIEW

According to an ESG Research Report, 79% of organizations have experienced a ransomware attack within the last year. The average total cost for rectifying a ransomware attack? \$1.4M! Minimizing the impact of such attacks requires a comprehensive resilience plan to prepare for and respond to potential outages.

Being cyber resilient means you have the confidence and ability to quickly recover any data across your environment, including physical servers, virtual machines, and your various cloud platforms. Your recovery strategy must support multiple data-recovery tiers – extending into applications, endpoints, and more – to meet your workload SLAs. From prevention to day-to-day requests, to cyber recovery, it is vital to protect your data through daily backups. And you need the freedom to choose the infrastructure types that best fit your requirements and budget.

With the increasing likelihood of an outage or disaster, you can't put off planning. Commvault Cyber Resilience Services provide the resources and expertise to accelerate the return to business as usual. Cyber attacks have a plan for you, you should have a plan for them.

Solution Highlights

- A comprehensive approach to cyber resilience across your data and applications.
- Assessment of your maturity with recommended practices to help improve your cyber resiliency.
- Recurring engagements for continued evaluation of your maturity and cyber risks.

KEY BENEFITS OF COMMVAULT CYBER RESILIENCE SERVICES PROGRAM

Commvault Cyber Resilience Services provide the resources and expertise to quickly accelerate returning to normal business operations through the proper design, implementation, administration, and support of your data protection and management solution.

Cyber Resilience Solutions help our customers to understand their maturity, plan for incidents, and rebuild in the shortest time possible.

- **Assessment** is a comprehensive evaluation service which reviews your current status and compares it against the Cyber Recovery Maturity model, providing key guidance and recommendations on ways to improve. The service is for both existing or potential customers and delivers actionable insights to improve your cyber resilience.
- **Implementation** is an on-demand service that addresses any necessary changes identified in a cyber resilience assessment, supporting all customer needs efficiently.
- **Guardian** is a subscription service which follows the above Assessment and includes two key parts. The first: "Protection" assists you in monitoring and maintaining your cyber resilience state on a bi-annual basis, whilst also keeping you up to date with all the latest technology and industry changes. The second part is "Response" which helps you respond to an attack and accelerate your return to normal operations in the event of an outage or disaster.
- **Cyber Resilience Managed Services** are fully managed services, supporting end-to-end Commvault Cyber Resilience needs with recommended practices, implementation services and response assistance.

Commvault’s Cyber Resilience solutions span multiple services, providing flexibility for your business requirements.

Cyber Resilience Services			
Assessment ONE-TIME	Guardian SUBSCRIPTION		Implementation AD-HOC
Assess your current cyber maturity and risk. Provide guidance and recommended practices.	PROTECTION	RESPONSE	Delivery services to apply any required changes and help with all customer needs
	Bi-annual maturity check-in and product recommendations	Fast response assistance with your plan in hand	
Cyber Resilience Managed Services			
A fully managed service, for all your end-to-end Commvault Cyber Resilience needs			

CYBER RESILIENCE ASSESSMENT

Commvault Assessment solutions help you understand your cyber resilience maturity and risks, and helps existing customers to align Commvault Cloud capabilities with recommended practices.

Assessment Solution	Delivers
<p>Evaluate your organization’s readiness state.</p> <p>Cyber Resilience Assessment reviews your Commvault Cloud recovery capabilities relative to your business requirements, aligning recovery time and recovery point objectives with the Commvault Cloud capabilities. We also assess your maturity and provide recommendations against the Cyber Maturity Model.</p>	<ul style="list-style-type: none"> • Resilience Scorecard • Key Findings and Recommendations • Prioritized Action Plan • Resilience Roadmap • Maturity Recommendations

CYBER RESILIENCE GUARDIAN: PROTECTION

Commvault’s Guardian service helps you maintain a state of recovery preparedness and be kept up to date on all our new product improvements that help improve your Cyber Resilience Maturity.

Protection Solution	Delivers
<p>Measure your resilience state.</p> <p>Commvault Protection consists of recurring engagement (twice a year) to measure your state of recovery resilience and maturity. The review outcomes include assessing your current resilience state, identifying opportunities for improvement, and maintaining recovery resilience.</p>	<ul style="list-style-type: none"> • Resilience Scorecard • Resilience Plan Guidance • Recommended Practices • Maturity Improvements • Guardian-specific perks

CYBER RESILIENCE GUARDIAN: RESPONSE

A ransomware attack or other disaster means all eyes will be on the IT organization. The ability to restore normal business operations as quickly as possible is a defining moment for you and your team.

As a Commvault Cyber Resilience Guardian customer, you're ready for any event. Immediate access to a dedicated response team helps you identify problems and initiate the process of restoring Commvault Cloud backups, including additional resources when you need them most.

Response Solution	Delivers
<p>Expedite a return to normal business operations.</p> <p>Commvault Guardian Response is an on-demand service that provides operational expertise and resources to accelerate returning to normal business operations after a data loss event. This offering of Commvault Cloud provides access to the resources and personnel needed to expedite the recovery of your critical data and applications.</p>	<ul style="list-style-type: none"> • Pre-Approved Recovery Assistance: PS consultation and operational assistance to expedite your recovery process • Additional assistance is available as required

CYBER RESILIENCE IMPLEMENTATION SERVICES

Cyber Resilience Implementation Services deliver required changes highlighted in the Assessment and help with customer needs.

Cyber Resilience Managed Services	Delivers
<p>Prepare your organization for readiness.</p> <p>The Commvault Implementation offering remediates and augments the plan developed during Assessment. The outcome will optimize and verify the capability to recover critical data.</p>	<p>Custom per engagement, but could include:</p> <ul style="list-style-type: none"> • Operational Runbook(s) • Restore Test and Validation Plans • As-Built Documentation

CYBER RESILIENCE MANAGED SERVICES

Commvault Cyber Resilience Managed Services deliver secure, reliable, cost-effective remote monitoring and management of your Commvault® Cloud environment. You retain full ownership of your data management environment while we provide secure service delivery supporting your cyber resilience needs.

Cyber Resilience Managed Services	Delivers
<p>Maintain your organization's resilience state.</p> <p>Commvault's Cyber Resilience Managed Services provides comprehensive 24x7 operational management of your Commvault Cloud. The offering verifies the ability to recover critical data per customer objectives.</p>	<ul style="list-style-type: none"> • SLA Attainment • Recovery Validation Audits • Resilience Scorecard

THE POWER TO RECOVER QUICKLY AND INTELLIGENTLY

Reducing the risk of data loss by implementing protection and recovery solutions preserves your organization's reputation, provides an enhanced customer experience, and helps ensure business continuity. Ultimately, it all boils down to whether your business can confidently recover from a cyberattack or system failure.

By making sure you are more than ready for any eventuality, Commvault empowers you to recover intelligently through holistic risk mitigation and prevention strategies, software, and support. The result is you can quickly recover data and applications from data-loss events – like a ransomware attack – or anything else that could threaten your operations, systems, users, or customers. Best of all, these capabilities are available throughout Commvault's entire line of products and services.

To learn more, visit commvault.com



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