Commvault Readiness Solution: Respond

Offering overview

The cost of a ransomware attack extends beyond the ransom itself, including revenue loss, reputational damage, and missed opportunities. Minimizing such attacks' impact requires a comprehensive readiness plan to prepare for and respond to potential outages.

> The average cost of a ransomware attack is **$4.5M** not including the cost of the ransom.[1]

Being Recovery Ready means you have the confidence and ability to quickly recover any data across your environment, physical servers, virtual machines, and various cloud platforms. You support multiple data–recovery tiers – extending into applications, endpoints, and more – to meet your workload Service Level Agreements. From prevention to disaster recovery, your data must be protected and available when needed. And you deserve the freedom to choose the infrastructure types that best fit your needs and budget.
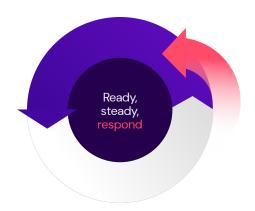
Key benefits of Commvault Readiness Solutions

Commvault Readiness Solutions 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.

Readiness Solutions consist of three key phases: Ready, Steady, and Respond. Each phase has a distinct focus in the Readiness cycle:

Ready, steady, respond

- Ready helps you to align Commvault's technical capabilities with your recovery objectives
- Steady assists you in monitoring and maintaining a state of recovery readiness
- Respond helps accelerate your return to normal business operations quickly in the event of an outage or disaster

Within the three phases, Commvault has created six offerings. This provides the flexibility to choose the offering you need, allowing you to customize the support to complement your existing staff and expertise.

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1   IBM Security: Cost of a Data Breach Report 2022

Commvault Readiness Solutions		
Ready	**Steady**	**Respond**
Assess	**Review**	**Respond**
Help you align your recovery solution to business objectives	Recurring engagements measure your state of Readiness	Provide access to the Commvault experts needed to expedite critical data recoveries
Implement	**Manage**	
Implementation of Readiness Assess remediation and optimization plans	Comprehensive solution management	

Respond solution

During a ransomware attack or other disaster, all eyes focus on the IT organization. The ability to restore normal business operations as quickly as possible is a defining moment for most leaders. When you experience an event that impacts your organization's ability to operate normally, you need immediate assistance.

As a customer of Commvault Readiness Solutions, you will be ready for such an event. More importantly, as a customer, you gain immediate access to a dedicated Response team to help you identify the problems and initiate the process of restoring normal operations. All Readiness customers have access to the Response team, but the Respond solution provides additional resources when you need them most.

Respond: expediting a return to normal business operations

Commvault Respond is an on-demand service that provides operational expertise and resources to accelerate a return to normal business operations after a data loss event. This offering includes access to the resources and personnel needed to expedite the recovery of your critical data and applications.

Respond delivers:

• Direct access to the Commvault Recovery Response Team with round-the-clock support for the first 48 hours of an event

• Consultation on how best to bring the Commvault platform back online

• Guidance on restoring your critical business systems and applications

• Knowledge transfer to enable your team on their path to full recovery

Service duration

The Commvault Recovery Response Team provides first responders that help you diagnose the scope of issues, formulate a plan of action, and initiate your team's recovery process.

Your assigned Commvault Recovery expert will work closely with your team to assist in performing recovery activities, validating operational controls, and implementing best practices for recovery scenarios. This standard offering includes a Recovery Expert for five contiguous business days. Additional resources are available as needed.

Sample timeline

Timeline	Estimated tasks & activities
Pre-Engagement	Kickoff Call with Customer & Commvault
Day 1	Assess disaster impact and available Commvault infrastructure
Day 2	Implement Common Technology Engine and begin the restore process
Day 3	Ongoing restore activities and planning of full recovery
Day 4	Ongoing restore activities and planning of full recovery
Day 5	Ongoing restore activities and planning of full recovery

Key activities and benefits

Activity	Description	Benefit
Disaster Impact Assessment	Commvault experts collect essential information about the level of impact of the disaster.	Understand the scope of the risks impacting your ability to return to normal business operations.
Operational Assessment	Rebuild the Commvault infrastructure and provide a guidance system and application recovery.	Return your recovery solution to operational status if possible and initiate the procedures necessary to return to normal operations.
Knowledge Transfer	Advise customers on practices derived from actual recoveries, lessons learned, and readiness strategies.	Use real-world recovery experiences and Commvault best practices.

Commvault provides the resources and expertise to accelerate your return to normal business operations. **Learn ›**

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