DATA SHEET

Guardian Respond

DESIGNED FOR ACTIVE RESILIENCE – RECOVERY IS THE GOAL

SERVICE OVERVIEW

Guardian Respond is Commvault's incident response and cyber/disaster recovery service designed to help organizations rapidly respond to incidents, minimize business disruption, and accelerate recovery of critical applications and data.

With 24x7 coverage, dedicated recovery specialists, and scalable technical expertise, Guardian Respond helps provide immediate access to the people, processes, and technologies needed to restore operations following ransomware attacks, cyber breaches, and other disruptive events.

CUSTOMER OUTCOMES

- Accelerated recovery, business continuity and operational resilience when it matters most
- Reduced downtime and business disruption
- Improved confidence in recovery execution during active incidents
- Secure recovery through cleanroom and isolated recovery environments
- Threat-aware recovery decisions with on-demand ThreatScan capabilities
- Expert guidance for backup remediation and recovery optimization
- Coordinated incident management and War Room from response through recovery

Respond Faster. Recover Smarter. Restore with Confidence.

KEY COMPONENTS AND BENEFITS

- **24x7x365 Incident Response Readiness**
  - Rapid access to cyber recovery experts
  - Mobilization during cyber incidents and recovery events
- **Application & Data Recovery**
  - Recovery of critical business applications and data
  - Prioritized restoration aligned to business requirements
- **Platform & Backup Reconfiguration**
  - Backup environment remediation and optimization
  - Recovery infrastructure stabilization and reconfiguration
- **On-Demand ThreatScan Enablement**
  - Rapid deployment of ThreatScan capabilities

- Threat-aware recovery validation and decision support

- **Cleanroom Recovery Execution**
  - Secure recovery operations within isolated recovery environments
  - Validation and execution of clean recovery processes
- **Technical Consulting Services**
  - 40 hours of expert technical consulting included
  - Scalable support for complex recovery and remediation efforts
- **Dedicated Response Management**
  - 16 hours of Response Manager engagement included
  - Incident coordination, stakeholder communication, and recovery oversight
  - Scalable based on incident scope and duration

Rapid Response & Expert-Led Recovery When Every Minute Matters.

WHAT IS ACTIVE RESILIENCE?

Active Resilience is the ability to confidently answer two critical questions:

- *Are you protected?*
- *Can you recover?*

Commvault Services helps you answer **YES** to both - not just at go-live, but consistently over time. This confidence is built by helping you achieve capability, not dependency.

Through structured knowledge transfer, clear and reusable document deliverables, and witness testing that supports recovery outcomes, your teams can gain the skills, evidence, and operational readiness required to recover. Protection enables resilience, but **recovery is the goal** - and Active Resilience enables you to be able to achieve it when it matters most.