

Active Resilience Managed Services

HIGHLIGHTS

- **24/7 monitoring and remediation** by experienced Commvault engineers
- **Committed performance targets** for backup and restore operations
- **Named technical and service leadership** for accountability and guidance
- **Continuous security, performance, and capacity optimization**
- **Recovery readiness** planning for critical workloads
- **Integrated incident response support** for cyber and disaster events
- **One managed service** spanning operations, resilience, and governance

OFFERING SUMMARY

Commvault Active Resilience Managed Services, or ARMS, helps organizations achieve better resilience outcomes without the cost and complexity of building and maintaining a specialized 24/7 team.

Commvault experts manage day-to-day backup and recovery operations while continuously assessing, securing, and optimizing the environment. A named senior engineer and Service Delivery Manager provide technical leadership, governance, and a clear point of accountability.

The service brings together four essential capabilities:

- **Protect:** Continuously monitor and manage the Commvault environment.
- **Optimize:** Improve platform health, data security, capacity, and performance.
- **Recover:** Validate recovery processes and prepare critical workloads for disruption.
- **Advance:** Strengthen resilience through assessments, governance, and strategic guidance.

CUSTOMER OUTCOMES

- **Greater operational confidence** – Continuous monitoring and proactive remediation help maintain reliable backup and recovery operations around the clock.
- **Improved recovery readiness** – Structured validation, recovery runbooks, and recovery objective analysis help demonstrate that critical systems can be restored.
- **Stronger data security and resilience** – Ongoing assessments and optimization help strengthen access controls, immutability, platform data security, and operational resilience.
- **Reduced operational burden** – Commvault specialists manage routine operations, escalations, maintenance, and optimization so internal teams can focus on business priorities.
- **Clear accountability** – Named technical and service leaders provide governance, coordinate escalations, and drive continuous service improvement.
- **More predictable service delivery** – A single subscription brings together managed operations, assessments, recovery readiness, optimization, and defined incident response capabilities.

KEY COMPONENTS AND BENEFITS

Component	Customer Benefit
24/7 Managed Operations	Continuous monitoring, alerting, and remediation help keep backup and recovery operations running reliably.
Proactive Management	Issues are identified, prioritized, and driven toward resolution by Commvault experts.
Performance Commitments	Defined backup and restore targets provide measurable service expectations and greater operational assurance.
Named Senior Engineer	A dedicated technical leader provides expert guidance, optimization, root cause analysis, and escalation management.
Service Delivery Management	A single service owner coordinates governance, service quality, reporting, and continuous improvement.
Health and Security Assessments	Regular assessments identify risks, performance gaps, and opportunities to strengthen the environment.
Platform Optimization	Continuous tuning helps improve backup windows, capacity utilization, platform health, and operational efficiency.
Recovery Readiness	Recovery testing, runbooks, and RPO/RTO analysis help prepare critical systems for disruption.
Strategic Resilience Guidance	Architecture reviews and resilience assessments support long-term scalability and business alignment.
Incident Response Support	Coordinated recovery expertise helps accelerate response during cyber or disaster events.

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.

To learn more, visit commvault.com