



SOLUTION BRIEF

Commvault Readiness Solution: Respond.

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.

Being cyber resilient 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.

The average cost of a ransomware attack is

\$4.5M

not including the cost of the ransom.¹



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** helps you to align Commvault® Cloud 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.

Commvault Readiness Solutions		
Ready	Steady	Respond
Assess	Review	Respond
Help you align your recovery solution to business objectives	Recurring engagements measure your readiness state	Access to Commvault experts who can expedite critical data recovery
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 solution	Delivers
<p>Respond: expediting a return to normal business operations</p> <p>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.</p>	<ul style="list-style-type: none"> • 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 Cloud 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



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 Cloud 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 Cloud best practices.

To learn more, visit commvault.com