

## Professional Services for Cyber Recovery

Increase confidence  
with your ability to  
recover from a  
cyberattack



### Business Challenge

In today's digitized world, as organizations become more dependent on technology, they also become more exposed to exploitation, fraud, and theft. Increasingly, these threats put organizations at risk worldwide- bringing business operations to a halt for days and even weeks- costing millions in revenue and negatively impacting company reputation.

Beyond the concern of exposure of sensitive information or proprietary data, the growing reality is that many cyberattacks are specifically designed for data destruction or encrypting data and holding it for ransom. Many recent ransomware attacks were particularly damaging to manufacturing systems, hospital information systems, banking systems and local governments.

These attacks can bypass traditional security controls at the perimeter, allowing the attacker to go undetected for weeks or months, compromising the largest number of systems possible and leaving the business even less prepared to recover. In addition to bad actors outside of your organization, the unfortunate truth is that insiders are involved in a growing number of cyberattacks, and leadership needs to be prepared to recover their business from an attack.

### Cyber Recovery Services Overview

- **One Week Advisory:** Cyber Recovery Vault planning
- **Recovery Runbook:** Runbook development, testing and validation
- **Design and Implement:** Guided solution designed to safeguard against cyberattacks

Dell Technologies  
has over 2300  
PowerProtect Cyber  
Recovery  
customers<sup>1</sup>

Deep expertise in  
cyber recovery for  
over 9 years

Cyber Recovery  
Services are compatible  
with all Dell storage  
platforms and leading  
backup software

## Cyber Recovery Capabilities

**Proven methodologies, collaborative approaches and industry best practices** to help you accelerate security initiatives and become more resilient

We work to build consensus between key stakeholders, speed solution design through optimizing architecture, create a strategic roadmap to drive program maturity and tie agile and incremental activities to the bigger picture.

**Operationalize a cyber recovery solution** tailored to your exact business needs

Our implementation services span from basic deployment through to highly custom services to tailor the solution to your business needs. We can expand solutions based on specific business and IT requirements to enable you to achieve business recovery at speed and scale, integrate cyber recovery into organization wide cyber incident response plans and integrate with ITSM/ ITIL processes.

**Develop runbook and operational procedures** for recovery

Respond to a cyberattack with precision and agility through runbook development, regular testing and validation of recovery procedures to build program maturity.

**Drive consistency** in operations and reduce risk

After your Cyber Recovery Solution is operational, our Managed Services can provide day-to-day vault operations, monitored 24x7x365 by a global operations team. This enables you to maintain consistent procedures and testing, support recovery operations and ensure separation of duties for enhanced security control.

We offer Residency Services, where we can provide specialized experts with deep, technical skills and experience in to aid in testing recovery to production, additional CyberSense alert tuning or more. These residents will act like an extension of your IT staff, providing technical expertise and experience to enhance your internal capabilities and resources.

**Keep your teams' skills up-to-date** with the latest cybersecurity training

With a variety of modules, from PowerProtect focused modules in Cyber Recovery Training, DD concepts and features, virtual edition implementation and DM implementation and administration to a variety of security certifications from user authentication, access controls and security standards, NIST Cybersecurity Framework and Introduction to IT Frameworks, keep your teams' skills up to date with the best-of breed, latest cybersecurity certifications and training.

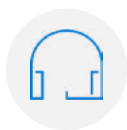
## Choose the right Service for your organization's needs

Our Services are aimed at enhancing your cyber resiliency. Product Success Accelerator (PSX) for Cyber Recovery is suited for customers that want a turnkey solution. For more complex environments, we can tailor the design, implementation and management aligned to your exact requirements.

Whether it is integrating new technologies, addressing emerging threats or accommodating growth, the portfolio of our services ensures that you have a recovery strategy that remains aligned to your business goals.



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