



97%
success rate
in helping
customers
recover after
experiencing a
cyber event*

Are you prepared for a disruptive cyber incident?

The associated risks and costs of cyber attacks continue to increase, with ransomware attacks being one of the most damaging for company operations. The inability to conduct business operations for an extended time—weeks or even months—can be devastating for the long-term success of the organization.

Recovery is critical and the effort to get back to normal operations is extremely challenging. Restoring servers and massive quantities of data and applications, getting the most critical applications online as soon as possible and meeting recovery time objectives (RTOs) requires extensive effort.

Providing critical help to get you back to business

Incident Response and Recovery Services

Our team of industry-certified cybersecurity experts work with you every step of the way. Backed by the scale of Dell Technologies' global network, we can react quickly to eliminate the threat and restore business operations fast and with as little interruption as possible.

72%

of companies report needing external help making sure they cover all the IT security and risk requirements.⁵

Cyber threats continue to grow and the effects can be devastating

Every
11
seconds

there is a successful cyber or ransomware attack¹

16
days

the average downtime after a ransomware attack²

75%

of organizations will face one or more attacks by 2025³

Over
60%

of companies have experienced a data compromise due to an exploited vulnerability⁴

Incident Response & Recovery Services

At Dell Technologies Services we have a proven track record of recovering customers who have experienced a cyber event

 **An incident has occurred, what's your next step?**

 **Get Help**

 **Recover**

Operations are affected and you could be experiencing:

- Email is down
- Data is inaccessible
- Malware
- Network is down
- Active Directory is down
- Transactions can't be processed
- Ransom has been demanded

Get Help

Our team of experts is standing by for immediate response, all you need to do is contact us at: Incident.Recovery@dell.com

Incident Response & Recovery (IRR) Team

Experts at your side every step of the way

Trust the experts

Our dedicated team of industry-certified cybersecurity experts bring vast expertise and best practices across a range of talent and domains

Get the help you need, no matter the situation

Our services cater to your needs no matter what situation you face or what has been affected. We first assess your situation and then engage exactly the right resources to help you quickly recover.

What We Do

Whether an attack just happened or you've been working through recovery already and need help to move more quickly our experts are standing by:

- Assess and deploy the right resources
- Eradicate threat & mitigate security risks
- Recover business applications back to pre-incident operation
- Re-deploy workstations so employees can get back to work
- Deliver expert data forensic services
- Help improve security

Get Help

- Engage by phone in minutes/hours and get a team onsite typically in less than 48 hours
- Scale 100+ resources with multiple workstreams in various locations and languages, with flexibility to adjust as needed
- Provide industry-certified cybersecurity experts, most with 10+ years experience
- Deliver expertise across Dell and non-Dell infrastructure and endpoint devices
- Bring knowledge and experience in edge, cloud, legal, insurance and more.
- Global reach to 170+ markets
- Leverage innovative payment solutions that allow you to align and scale the cost of IT solutions with technology consumption and budget availability.**

Recover

- Eradicate threat actor
- Get you back to normal operations fast
- Augment existing IT staff due to increased workload
- Rebuild a hardened network environment
- Improve security posture by developing and implementing a security strategy to prevent repeat cyber-attacks
- Educate and share best practices

For more information visit Delltechnologies.com/incident-response-and-recovery

*Based on Dell analysis of service requests from June 2019 to July 2021 in North America.

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¹ Estimated for 2021, Cybersecurity Ventures: <https://cybersecurityventures.com>

² Why Ransomware Costs Businesses Much More than Money, Forbes, April 30, 2021, <https://www.forbes.com/sites/forbestechcouncil/2021/04/30/why-ransomware-costs-businesses-much-more-than-money/?sh=469c541a71c6>

³ Detect, Protect, Recover: How Modern Backup Applications can protect you from ransomware, Nik Simpson, Gartner, Jan 6 2021, <https://www.gartner.com/doc/reprints?id=1-258HHK51&ct=210217&st=sb>

⁴ Forrester Consulting Thought Leadership Paper Commissioned by Dell, BIOS Security – [The Next Frontier for Endpoint Protection](#), June 2019

⁵ A commissioned study conducted by Forrester Consulting on behalf of Dell Technologies, December 2020

