DELLTechnologies

Professional Services for Cyber Recovery

Recover with Confidence

Build resilience against cyber threats

Cyberattacks are accelerating and increasingly difficult to detect, often evading traditional defenses and remaining hidden for weeks. These breaches can disrupt operations, incur millions in losses, and damage reputations. Organizations face mounting pressure to minimize downtime when these incidents occur, yet many struggle with manual recovery processes that can stretch outages from hours to days or even weeks. The challenge deepens as companies realize their recovery strategies may never have been properly tested against real-world scenarios, leaving them vulnerable when real threats emerge. Compounding the risk is the rapid evolution of attack tactics, which are constantly changing and force organizations to question whether their current capabilities are ready for tomorrow's attacks.

By embracing automated solutions, implementing regular testing and trusting partners for guidance, organizations can accelerate recovery, protect their revenue, strengthen their reputation, and build lasting trust with customers—even as threats continue to evolve.

Empowering organizations to recover with confidence

Dell remains at forefront of cyber resilience as the pioneer of cyber recovery vault technology and isolated copies for critical data to enable and speed recovery after an incident. Our Services teams have been engaged with our customers for nearly a decade on these technologies to tailor the solution to their needs for vault architecture to match business recovery requirements. From developing custom runbooks to enabling consistent operations and testing procedures to helping automate recovery actions, our technology experts work alongside you to create robust, tested solutions that deliver real outcomes.

Trends to consider

62
minutes

for threats to spread from initial point of compromise[1]

67
percent

paid ransom to recover data when backups are compromised[2]

Threat actors target backups and demand higher ransom amounts when those are compromised[2]

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 recovery planning initiatives and become more resilient	**Advisory Services** 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** offer a tailored solution to your 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 other integrations throughout your environment (SIEM, ITSM/ ITIL…etc.). Accelerate deployment of Dell PowerProtect solutions for day one readiness with solution-level **ProDeploy and ProDeploy Plus for PowerProtect solutions**
Develop runbook and operational procedures for recovery	Develop **recovery and test runbooks** to document how to efficiently restore data and critical materials in response to cyberattacks.
Agentic AI-driven Recovery **Automation**	Develop recovery workflows to efficiently test and restore data and critical materials, utilizing AI-assisted automation. Automation will support recovery operations in both test situations and following cyberattacks, as well as provide reporting and alerting to ensure a streamlined, responsive recovery program.
Drive consistency in operations and reduce risk	**Cyber Recovery Services** optimize environments, onboard and test workloads, and perform health checks for peak performance. Our **Managed Services** deliver 24x7x365 managed operations for consistent procedures, testing, recovery support, and enhanced security through separation of duties. With **Residency Services**, our experts integrate seamlessly with your IT team, providing technical skills for recovery testing, CyberSense tuning, and strengthening your internal capabilities.
Keep your teams' skills up-to-date with the latest cybersecurity training	**Dell Learning** provides a variety of modules including PowerProtect Cyber Recovery and PowerProtect administration training. We also offer a variety of security certifications for 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.

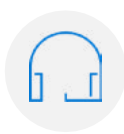## Build a Stronger Resilience for Your Organization

We offer tailored design, implementation, and managed services to enhance your cyber resilience. Our comprehensive solutions integrate advanced technologies, address emerging threats, and support your growth to align your recovery strategy with your business goals. Leveraging cutting-edge technology and AI, we tackle your challenges effectively and efficiently.

1 https://ir.crowdstrike.com/news-releases/news-release-details/2024-crowdstrike-global-threat-report-breakout-breach-under#, February 2024
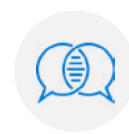2 https://www.techrepublic.com/article/ransomware-attackers-target-backups, April 2024

Explore Dell Security and Resilience Services

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