Commvault Readiness Solutions: Assist

Let our experts help you maintain a state of recovery readiness

Commvault’s Assist offering helps you maintain a current state of readiness by proactively alerting you to potential risks in your Commvault solution. Our team of readiness specialists will monitor your Commvault environment and proactively notify you of critical challenges that may impact the ability to recover your data when needed.

At Commvault, we know that data is critical to the success of your business. When disaster strikes, you need to know that you can restore normal business operations as quickly as possible. Your Commvault data protection and management solution is a strategic investment that makes that recovery possible.

Why invest in Commvault’s Readiness Solutions?

By 2021, ransomware attacks are predicted to cost businesses an estimated $6T annually in lost revenue, brand impact, and missed opportunities. In a 2019 Blackhat survey, 65% of respondents believed a security breach would impact them within the year. Minimizing such attacks’ impact requires a comprehensive readiness plan to prepare for and respond to potential outages.

Preparing a readiness plan takes time, something that may be limited. With the increasing likelihood of an outage or disaster, you can’t put it off until tomorrow. With the proper design, implementation, administration, and support of your data protection and management solution, Commvault Readiness Solutions can provide the resources and expertise to accelerate the return to normal business operations. Disasters don’t wait, and neither can you.

Help from the experts

Being recovery ready means having the confidence and ability to recover any data across your heterogeneous environment when needed.

To maintain a state of readiness, Commvault’s Assist offering will monitor core components of your Commvault solution and proactively notify you of events that threaten your ability to recover. If a critical component experiences an issue, our team of readiness specialists can assist your team in correcting the problem.

As a Commvault Assist customer, you can be assured that you’ll have the expert guidance and support to help achieve your unique business outcomes. In the event of an unexpected outage, you’ll have a team of Commvault resources working closely with you to address any issues quickly and efficiently.

Commvault’s Assist provides the following:

- Automated monitoring of core Commvault components
- Proactive alerting of failures or issues impacting your ability to recover critical data
- Access to Commvault’s readiness specialists to assist in correcting issues and answering technical questions
- Quarterly readiness scorecard report to measure the readiness of your Commvault solution

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As part of Commvault Readiness Solutions, Assist is designed to help meet your business objectives, reduce operational risk, and improve your solution availability, allowing you to maximize your investment in your Commvault data management platform.

**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’s technical capabilities with your recovery objectives.
- **Steady** assists you in monitoring and maintaining a state of recovery readiness.
- **Respond** returns you to normal business operations quickly in the event of an outage or disaster.

Within the three phases, Commvault has created six offerings. You have the flexibility to choose the offering that you need, allowing you to customize the support to complement your existing staff and expertise.

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**Commvault Readiness Solution: Assist**

While maintaining a “Steady” solution state, you can be confident if a disaster strikes. The pro-active approach taken by the Commvault Readiness team will have you ready to respond and address any challenges you encounter.

Commvault provides the resources and expertise to accelerate your return to normal business operations. Learn >