Dell CyberBunker – the Last Resort for Recovery

Paulius Dubinskas,
Dell Technologies Advisory Systems Egineer
Baltics, Armenia, Georgia

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The Time for Resilience is Now!

"Transforming cybersecurity into cyber-resilience involves prioritizing resilience over defense, and elevating the native disciplines and skills used by the business continuity management office above cybersecurity teams' traditionally defensive strategies."

Gartner, You Will Be Hacked, So Embrace the Breach!

"Implement at least an immutable backup copy by selecting write lock or WORM media before starting any other initiative, as having an immutable copy of the backup is the most important item to start protecting backup data."

Gartner, Innovation Insight for Leveraging Isolated Recovery Environments and Immutable Data Vaults

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Ransomware and the Impact to Business

BUSINESS IMPACTS

37%

Reported their organization was forced to lay off employees following a ransomware attack[1]

BUSINESS IMPACT

35%

Reported C-level resignations following a ransomware attack[1]

DETECTION

63%

Reported that the attackers were in their networks for up to six months before being detected[1]

PREVALANCE

73%

Targeted by at least one ransomware attack in the past 24 months

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Data loss and downtime is increasingly prevalent

48%

of orgs have suffered a cyber attack in the last 12 months

67%

concerned their existing data protection may not be sufficient to cope with malware and ransomware threats

91%

are either aware of or planning to deploy a Zero Trust architecture

All statistics from the Dell Technologies 2022 Global Data Protection Index Snapshot

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Cyber resilience: Best Practices and Regulatory Considerations

*"**An air-gapped data backup architecture…**"* **– Federal Financial Institutions Examination Council**

*"**The ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems …**"* **– General Data Protection Regulation**

*"**It is critical to maintain offline, encrypted backups of data**"* **– Cybersecurity & Infrastructure Security Agency**

*"**Ransomware payments may risk violating OFAC regulations**"* **– The Department of the Treasury**

*"**Ensure backups are not connected permanently to the networks they back up.**"* **– Department of Justice**

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Broad spectrum of sophisticated cyber threats

Motivations, Techniques and Goals

Crime

Espionage

Terrorism

Insider

Hacktivism

Warfare

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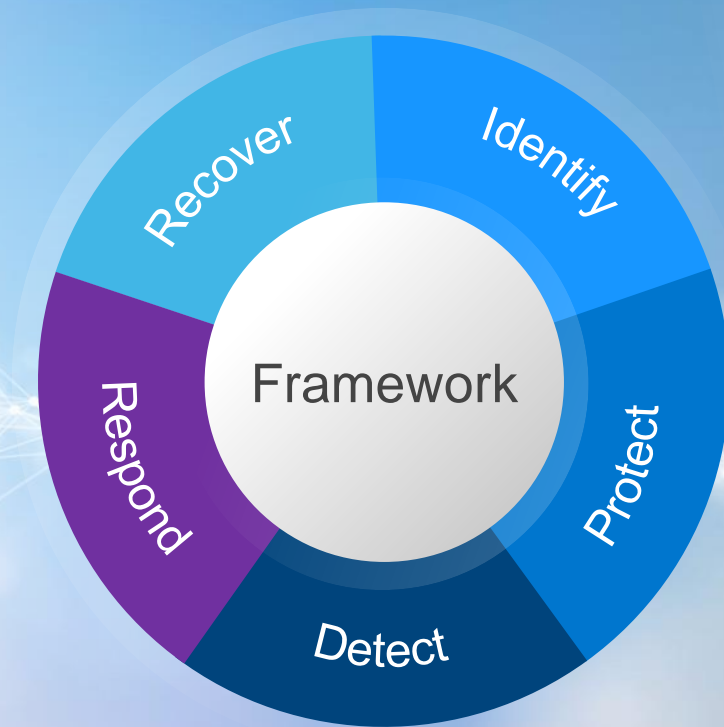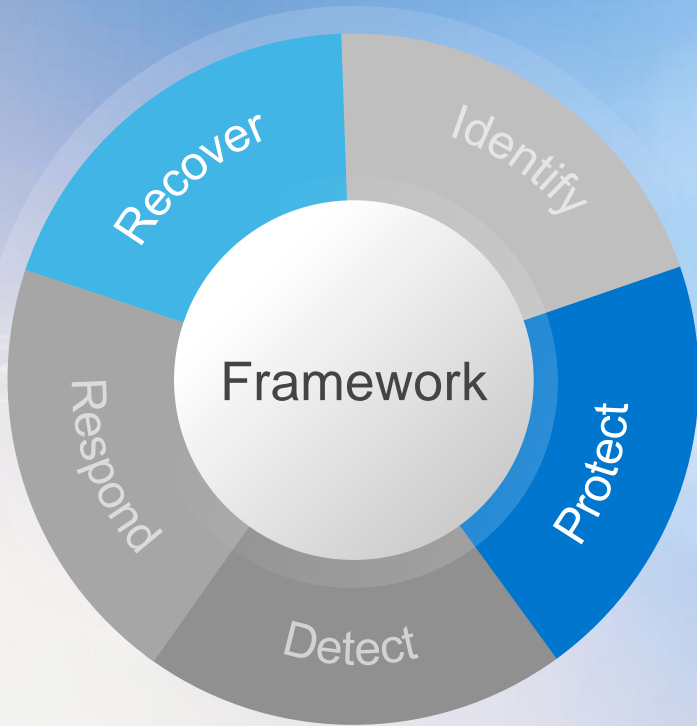
Cyber resilience
is a strategy.

A high-level holistic strategy that includes cyber security standards, guidelines, people, business processes and technology solutions.

Example: NIST Cybersecurity Framework

- Recover
- Identify
- Protect
- Detect
- Respond
- Framework

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Cyber Recovery is a solution.

A data protection solution that isolates business-critical data away from attack surfaces.

Critical data is stored immutably in a hardened vault enabling recovery with assured data availability, integrity and confidentiality.

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Disaster Recovery is not Cyber Recovery

Disaster Recovery / Business Continuity is not enough to address modern cyber threats

| CATEGORY	DISASTER RECOVERY	CYBER RECOVERY
Recovery Time	Close to instant	Reliable & fast
Recovery Point	Ideally continuous	1 day average
Nature of Disaster	Flood, power outage, weather	Cyber attack, targeted
Impact of Disaster	Regional; typically contained	Global; spreads quickly
Topology	Connected, multiple targets	Isolated, in addition to DR
Data Volume	Comprehensive, all data	Selective, includes foundational services
Recovery	Standard DR (e.g., failback)	Iterative, selective recovery; part of CR

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PowerProtect DD

Data Protection Foundation for Resilience

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PowerProtect DD Series

The Foundation for Data Protection

DATA CENTER

Production Workloads

Backup Workloads

PowerProtect DD
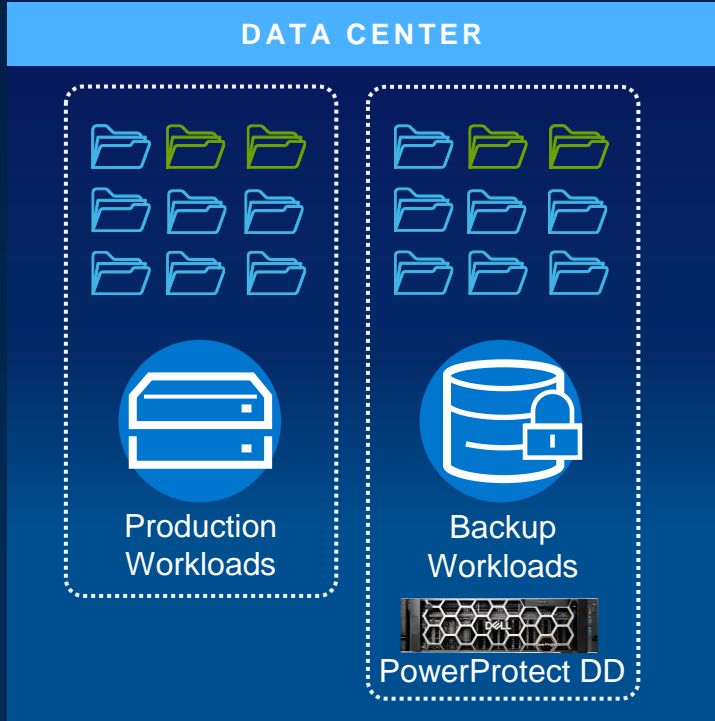
Avamar – Networker – Data Manager
Data Protection Advisor – DD Series

Retention Lock Compliance (Immutability)
SEC 17a-4f Compliance
Role Based Access
End to End Encryption
Dual Role Authorization
Multi-Factor Authentication
Secure System Clock
NTP Clock Tamper Controls
Key Management
Custom System DDOS
DD File System Hardened
DDBoost
Integrated Lights Out Mgt Hardening (iDRAC)
Data Invulnerability Architect (DIA)
Secure AD/LDAP Authentication
Secure Remote support
Anomaly Reporting with DPA

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Efficiency Now Matters More Than Ever
Deduplication enhances security
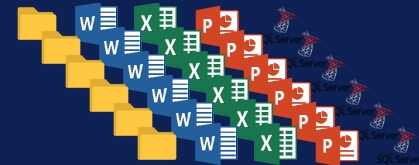

Production Data
Front-end TB
in production

Dell

Others

Dedupe 50 -1

Dedupe 5 -1

Production Backup

✓ Fewer components =
  • Less network traffic
  • Less to secure
  • Less to monitor
✓ Save data center space
✓ Save data center cooling
✓ Fewer FTE

DR

Isolated Vault

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PowerProtect Cyber Recovery

The Ultimate Solution To Recover from Cyber Threats

D&**LL**Technologies

DELL Technologies
Cyber Recovery & Data Protection leadership

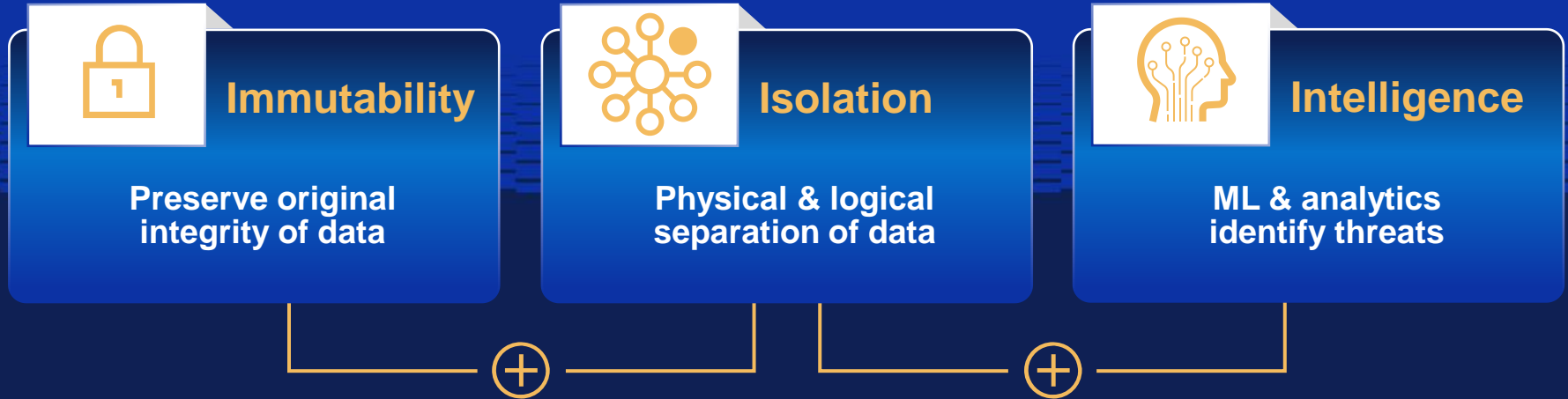| Year	Milestone
2015	First "Isolated" recovery solution with custom deployment
2018	Introduced PowerProtect Cyber Recovery solution
2019	First technology vendor in Sheltered Harbor Alliance Partner Program
2020	First Endorsed Sheltered Harbor Solution – PowerProtect Cyber Recovery
2021	Introduced Cyber Recovery with Multi-Cloud Data Services for Dell PowerProtect
2021	Introduced PowerProtect Cyber Recovery for AWS
2021	Formal support for PowerProtect Cyber Recovery for DLm
2022	Introduced PowerProtect Cyber Recovery for Azure and Google Cloud
2022	Managed as-a-Service APEX Cyber Recovery Services

#1
Data Protection Appliances & Software[2]

1800+ Cyber Recovery Customers[1]

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Cyber Recovery Requirements

Modern threats require innovative solutions

Immutability

Preserve original integrity of data

Isolation

Physical & logical separation of data

Intelligence

ML & analytics identify threats

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PowerProtect Cyber Recovery Deployment

Modern protection and recovery for critical rebuild data from ransomware and cyber threats to **enable cyber resiliency and ensure business continuity**.
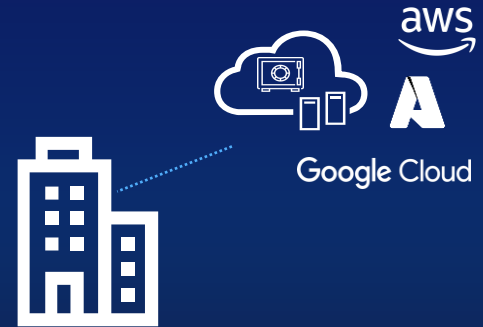

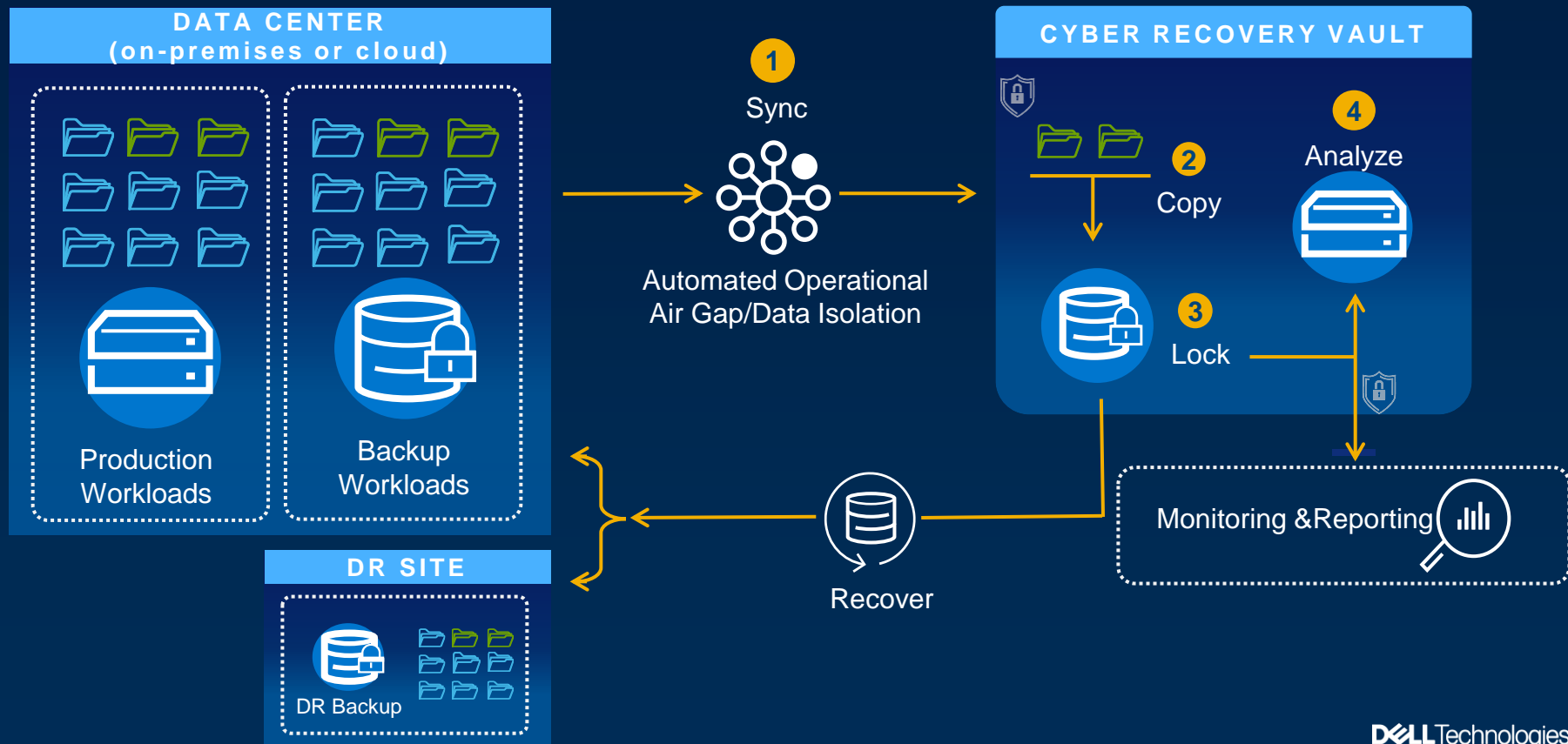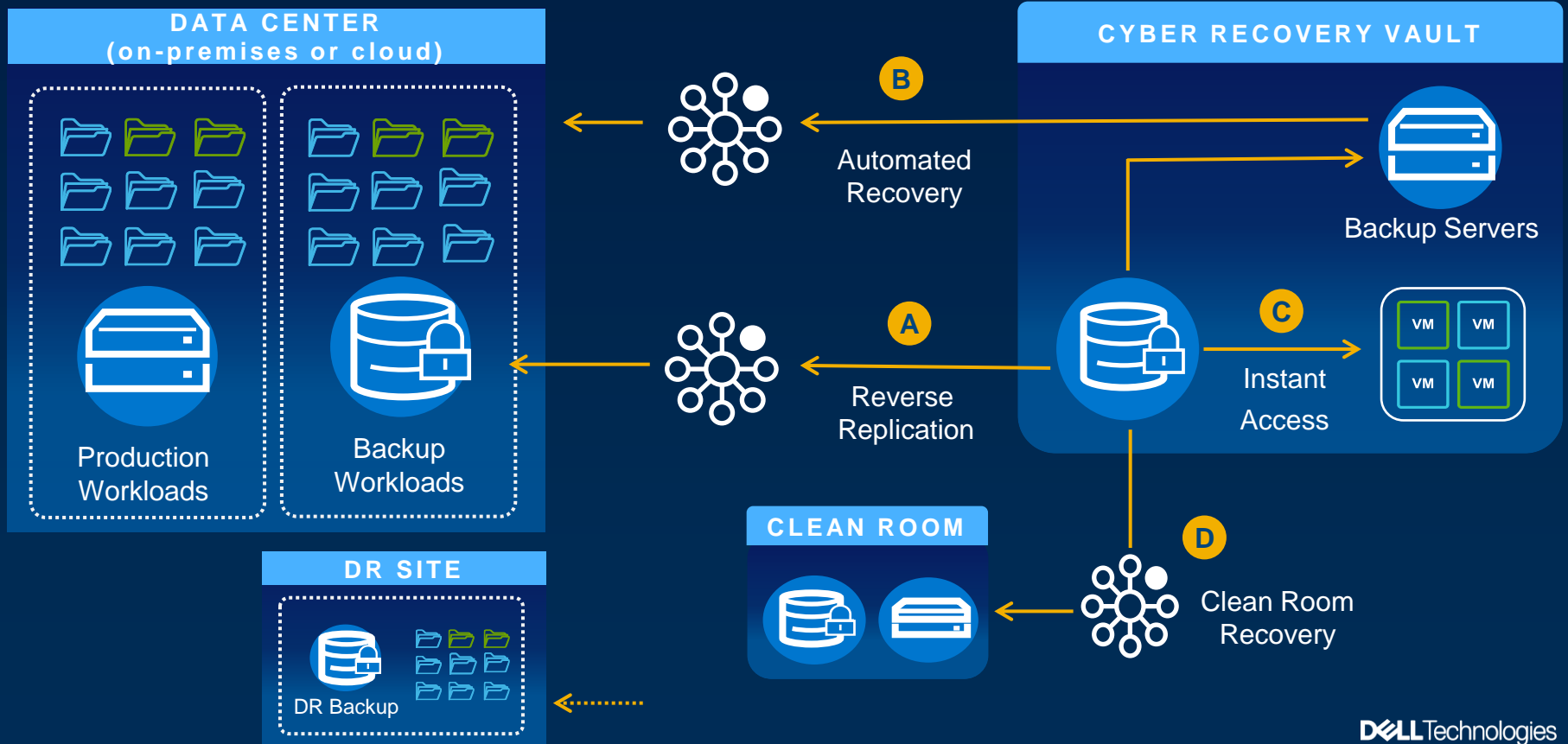**ON-PREMISES**

Optional Managed Services

COLOCATION

PUBLIC CLOUD

aws

Google Cloud

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Dell PowerProtect Cyber Recovery

Ensuring the Recovery of Critical Rebuild Data in case of Cyber Threats

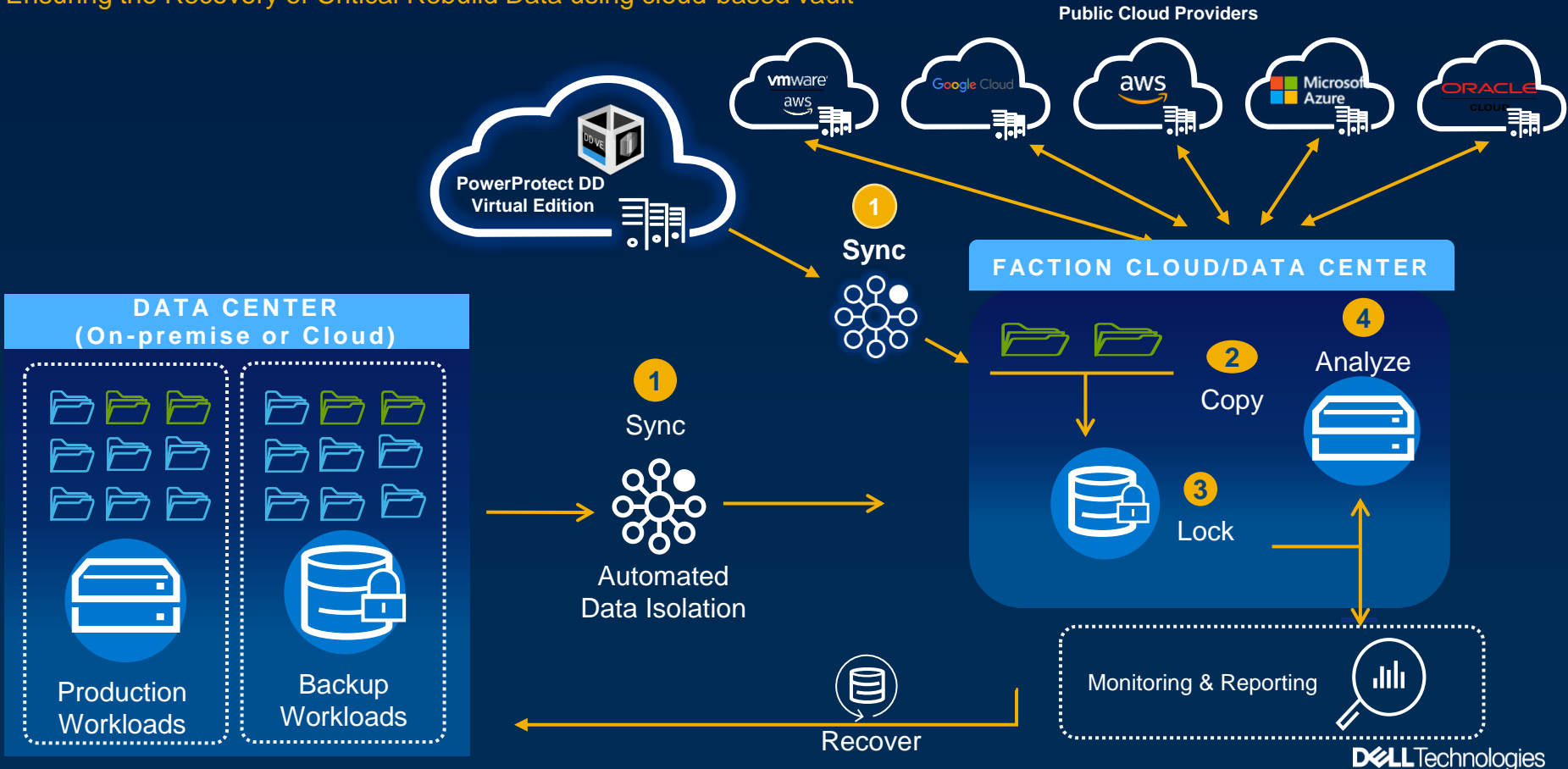17   Copyright © Dell Inc. All Rights Reserved.

Recovery Options with PowerProtect Cyber Recovery

Flexible Recovery options

Multi-Cloud Data Services

Ensuring the Recovery of Critical Rebuild Data using cloud-based vault

19   Copyright © Dell Inc. All Rights Reserved.

Dell PowerProtect Cyber Recovery for AWS

Recovery of Critical Rebuild Data with AWS

aws

DATA CENTER

Production Workloads

Backup Workloads

1 Sync

Automated Data Isolation

VPC

CYBER RECOVERY VAULT

PowerProtect Cyber Recovery

PowerProtect DDVE

3 Lock

CyberSense

2 Copy

AWS S3

4 Analyze

DR SITE

DR Backup

Recover

Monitoring & Reporting

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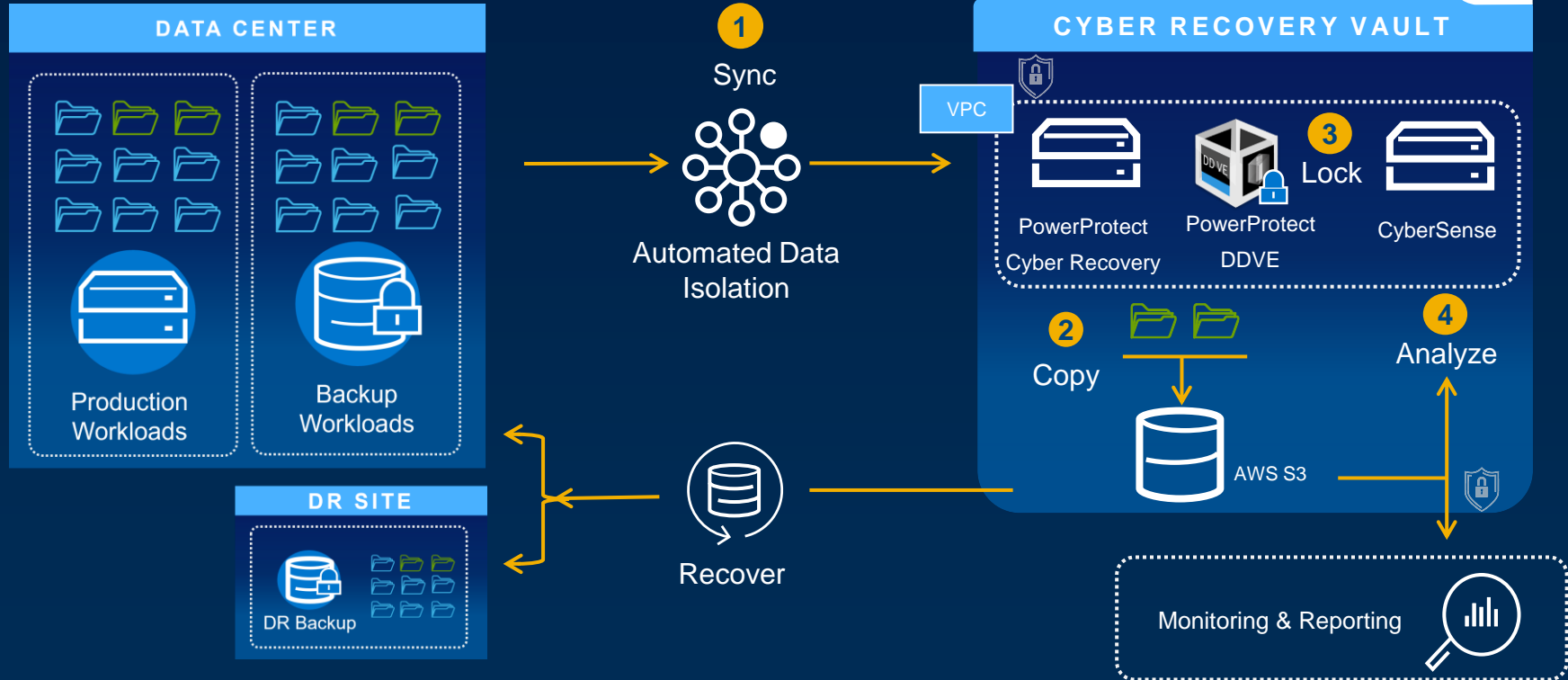
Dell PowerProtect Cyber Recovery for Azure and Google Cloud

Recovery of Critical Rebuild Data with Azure and Google Cloud
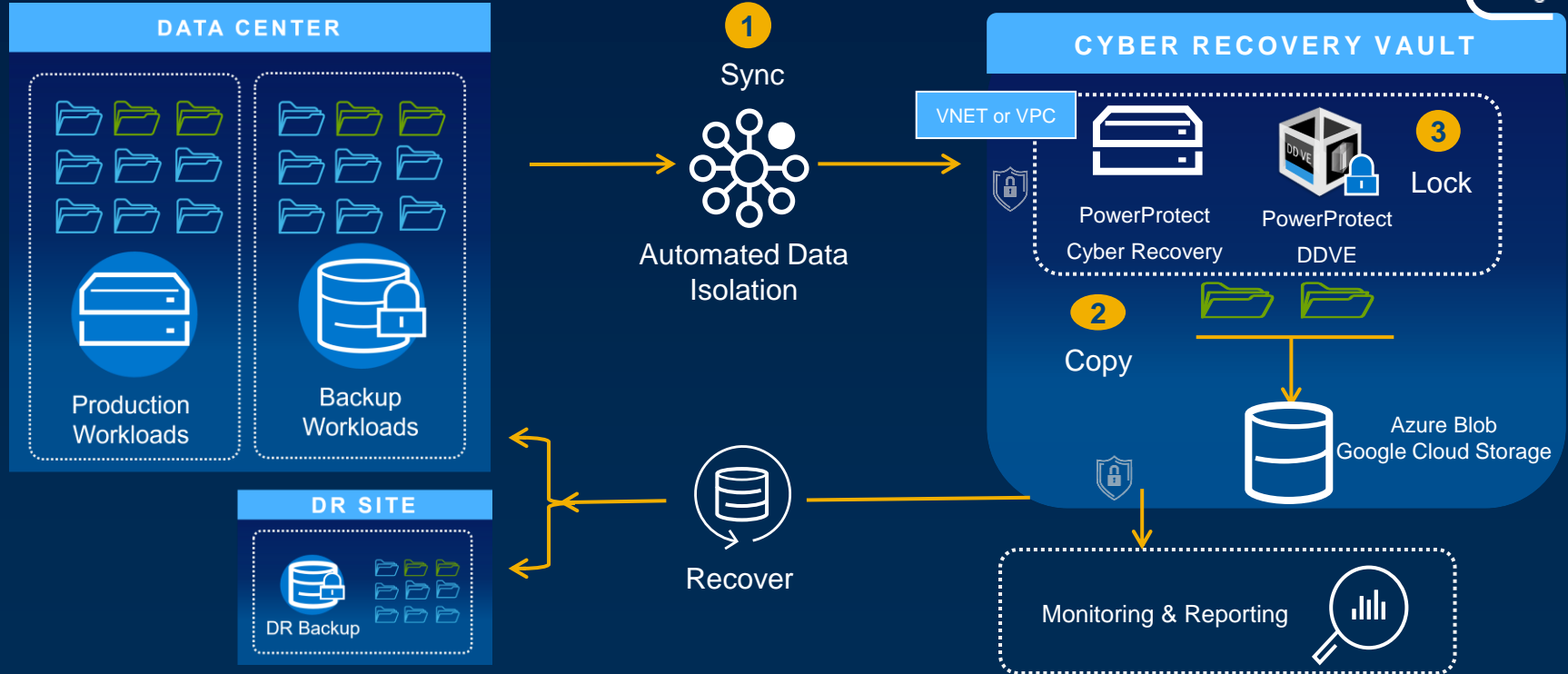
CyberSense

Analytics To Verity Data Integrity for Resilience

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PowerProtect Cyber Recovery and CyberSense

The Intelligence of Cyber Recovery

Fully Integrated and Automated

Cyber Recovery orchestrates CyberSense data analysis. Alerts appear in the CR dashboard.
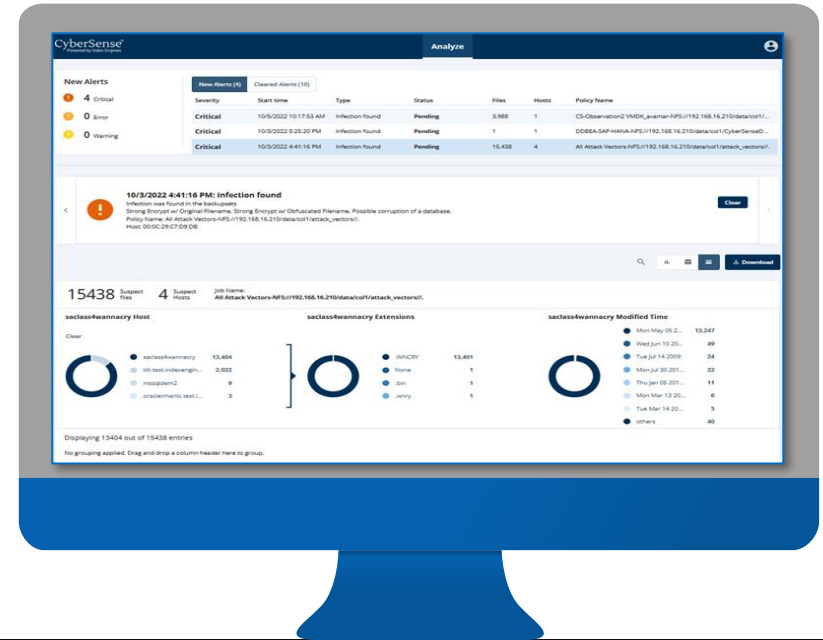
Backup Data Validated in Vault

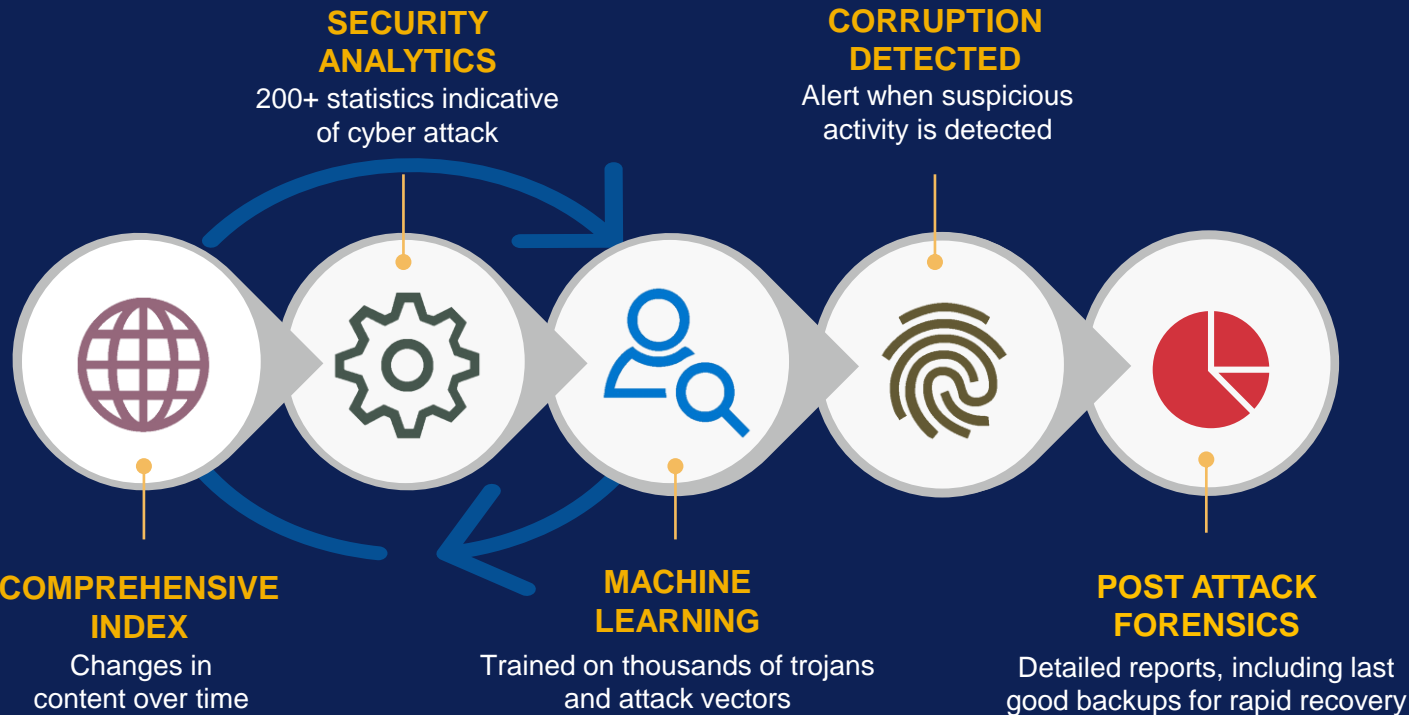Analytics are run with every replication to the vault, integrity of data is checked.

Post Attack Diagnosis & Recovery

Understand the depth and breadth of the attack, as well as the last good backup sets for recovery.

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How CyberSense Works

Analytics, Machine Learning and Forensic Tools to Detect & Recover from Cyber Attacks

SECURITY ANALYTICS
200+ statistics indicative of cyber attack

CORRUPTION DETECTED
Alert when suspicious activity is detected

COMPREHENSIVE INDEX
Changes in content over time

MACHINE LEARNING
Trained on thousands of trojans and attack vectors

POST ATTACK FORENSICS
Detailed reports, including last good backups for rapid recovery

CyberSense Provides

- Attack type notification
- Ransomware detection
- Corrupted file details
- Data changes / deletions
- Breached user accounts
- Breached executables
- Last good backup copy

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Compare: CyberSense vs. "Basic" Analytics

Machine learning enables early detection & rapid recovery within the Cyber Recovery vault

CyberSense:
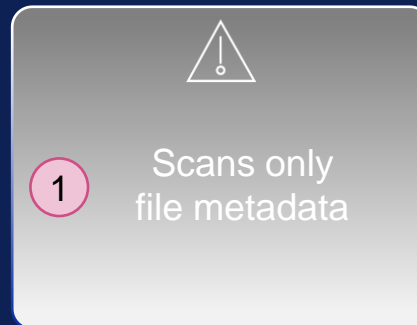
Full content indexing of:

1. File metadata
   +
2. Document metadata
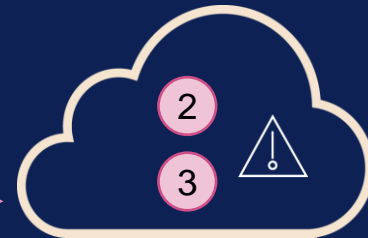   +
3. Document content

VS.

Basic Analytics:

On-Premises Analytics Engine

1. Scans only file metadata

Cloud-based Analytics Engine

2
3

Suspicious files sent to cloud for 2nd pass or full content analysis

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CyberSense Support for Intelligent Recovery

Detect
Detect corruption within a backup cycle

1

Investigate
The who, what, where & when of the attack

2

Recover
Report on last good backups quickly recover

3
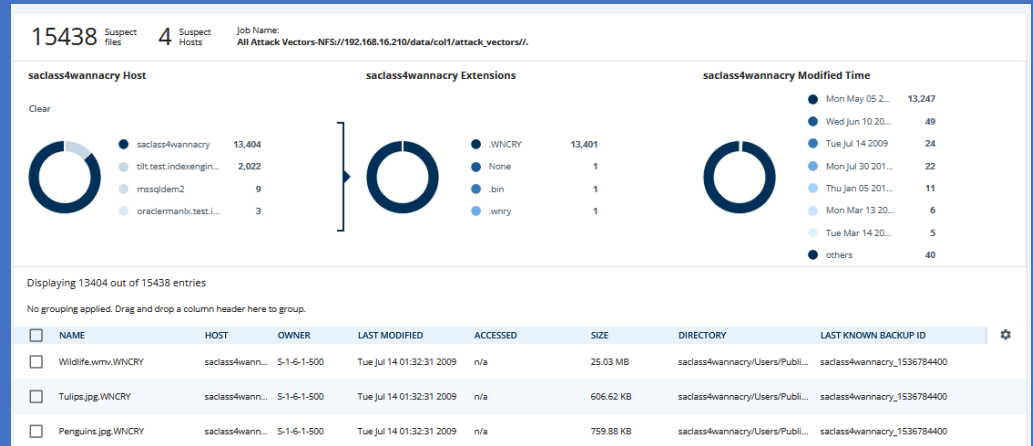
Point in time of the attack

Listing of corrupted files

What backups need to be recovered

Search backups to detect ransomware

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PowerProtect Cyber Recovery
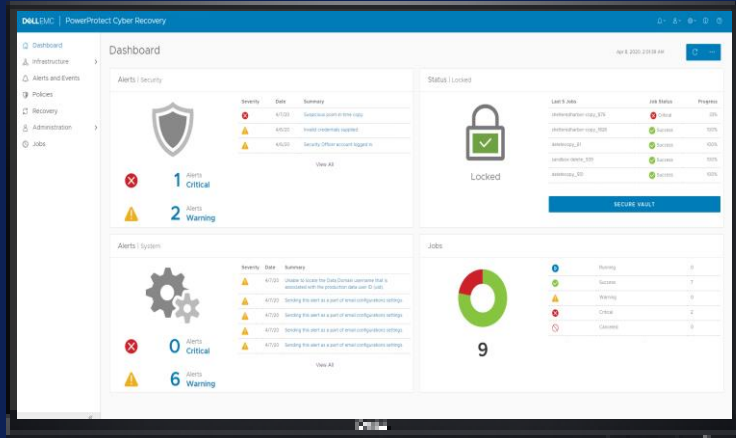
CyberSense Alert
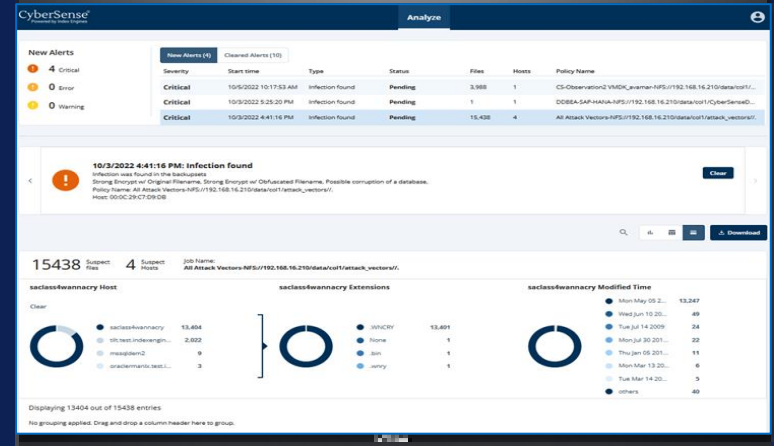
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Sheltered Harbor Endorsement

Only Endorse Solution for Confident Recovery

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9 out of the top 10

U.S. financials sector companies are Dell Technologies Data Protection customers[1]

7 out of the top 10

Global financials sector companies are Dell Technologies Data Protection customers[1]

[1]Based on Dell Technologies internal analysis as compared to a global media organization publication, July 2022

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Sheltered Harbor's Mission

The Sheltered Harbor initiative was launched by the industry in 2015 to ensure that in a worst-case scenario:

- ✓ Public confidence in the financial sector is maintained
- ✓ Critical data sets are protected across the industry
- ✓ Critical services can continue even when systems and backups are down
- ✓ An impacted financial institution has a lifeline to survival
- ✓ All of the above must be achievable independent of the event's origin

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Sheltered Harbor Data Vaulting

Data Vault Requirements

- ✓ *"Unchangeable"*
- ✓ *"Separated"*
- ✓ *"Survivable"*
- ✓ *"Accessible"*
- ✓ *"Decentralized"*
- ✓ *"Owned & managed by institution or service provider"*

PowerProtect Cyber Recovery

is first turnkey data vaulting

solution to be endorsed by

Sheltered Harbor

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Professional Services

Leverage Dell Manager Services for Resilience

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APEX Cyber Recovery Services

Leverage Dell Managed Services to simplify recovery

Best practice guidance

Cyber Recovery vault operations

Automated Isolated Vault

Production data (on-premises)

Dell-assisted recovery

Seamless experience
Customer Success Manager

Lifecycle management
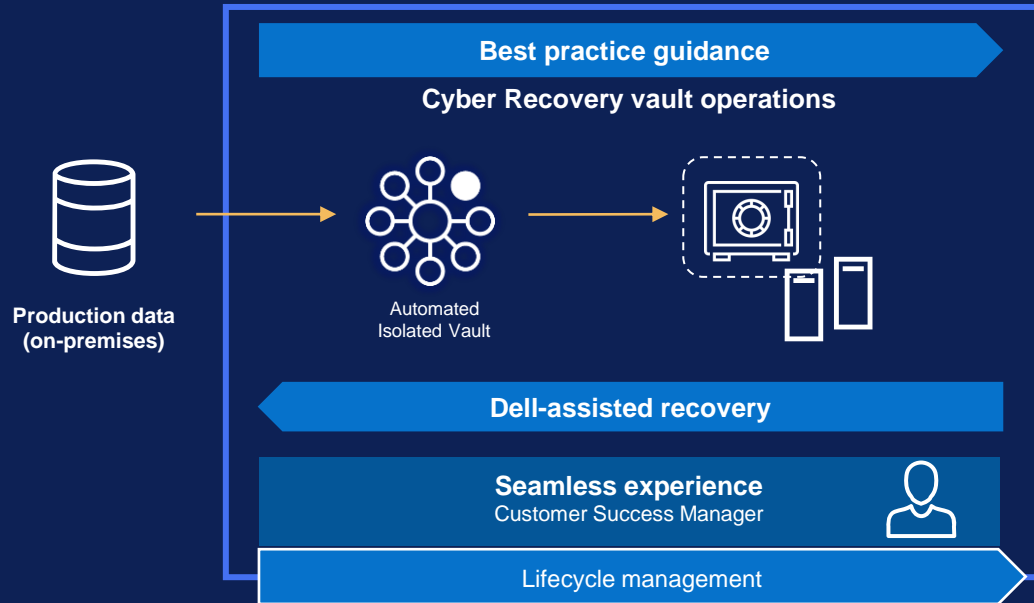
✓ Gain expertise from 1900+ vaults

✓ as-a-Service management simplifies recovery

✓ Protect your most important data

✓ Detect anomalies dynamically

✓ Predictable business recovery

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Making it easy to operate a cyber recovery vault

Focus more on cybersecurity strategy, not infrastructure management

MANAGED AND MONITORED SOLUTION

Customer Success Manager

Seamless experience of day-to-day operations of the Dell cyber recovery vault

DEEP CYBER RECOVERY EXPERTISE

Gain experience from over 1,900 vaults

Provide end-to-end expertise through simplified, as-a-Service management

SIMPLIFY RECOVERY OPERATIONS

Cyber Recovery Solution Runbook

Table of Contents:

SAMPLE

Streamline recovery processes with Dell assisted recovery and using templated runbooks

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Positioning guidance for Cyber Recovery Services portfolio

Help customers protect critical data from an attack and enable a path to recovery through an isolated cyber recovery vault

Professional Services for Cyber Recovery

For small to complex environments, or those that have unique business or data requirements

Product Success Accelerator for Cyber Recovery

For mid-market customers who want to own their infrastructure but need operational support

APEX Cyber Recovery Services

For mid-market to enterprise customers who want a fully managed solution – hardware, software and services

Professional Services for Cyber Recovery	Product Success Accelerator for Cyber Recovery	APEX Cyber Recovery Services
Highly tailored with 25+ offers	Single offer – 3 service level options	Single offer – 2 service level options
CapEx – custom and standard offers	CapEx – standard fixed scope	As-a-Service subscription – fixed scope
Price varies by offer	Fixed price for each level	Consumption-based pricing
Service hours vary by offer	8x5 service hours*	24x7x365 service hours

*Provided as part of Operate level option

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PowerProtect Cyber Recovery Advantage

Transforming Data Protection to Data Resilience

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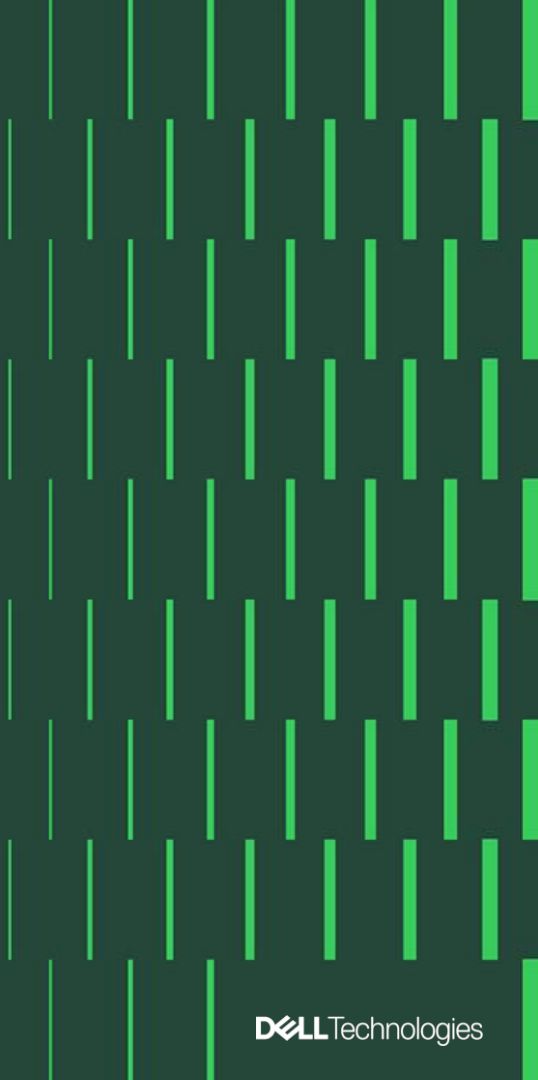
PowerProtect Cyber Recovery Advantages:

Modern protection for critical data and an enabler of Security Transformation

Immutability

Preserve original integrity of data

Multiple layers of security and controls protect against destruction, deletion and alteration of vaulted data

Isolation

Physical & logical separation of data

PowerProtect Cyber Recovery vault is protected with operational air gap either on-premises or in cloud and multi-cloud offers

Intelligence

ML & analytics identify threats

CyberSense enables assured recovery of good data and offers insight into attack vectors from within the Cyber Recovery vault

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Stronger Resilience. Better Outcomes.

Reduce Risk, Speed Recovery, and Lower Costs

Risk

Basic Data Protection

Production Immutability

Production Immutability & Critical Rebuild Vault

Fully Mature Vault

Hours to days · Days to weeks · Weeks to months · Up to Months

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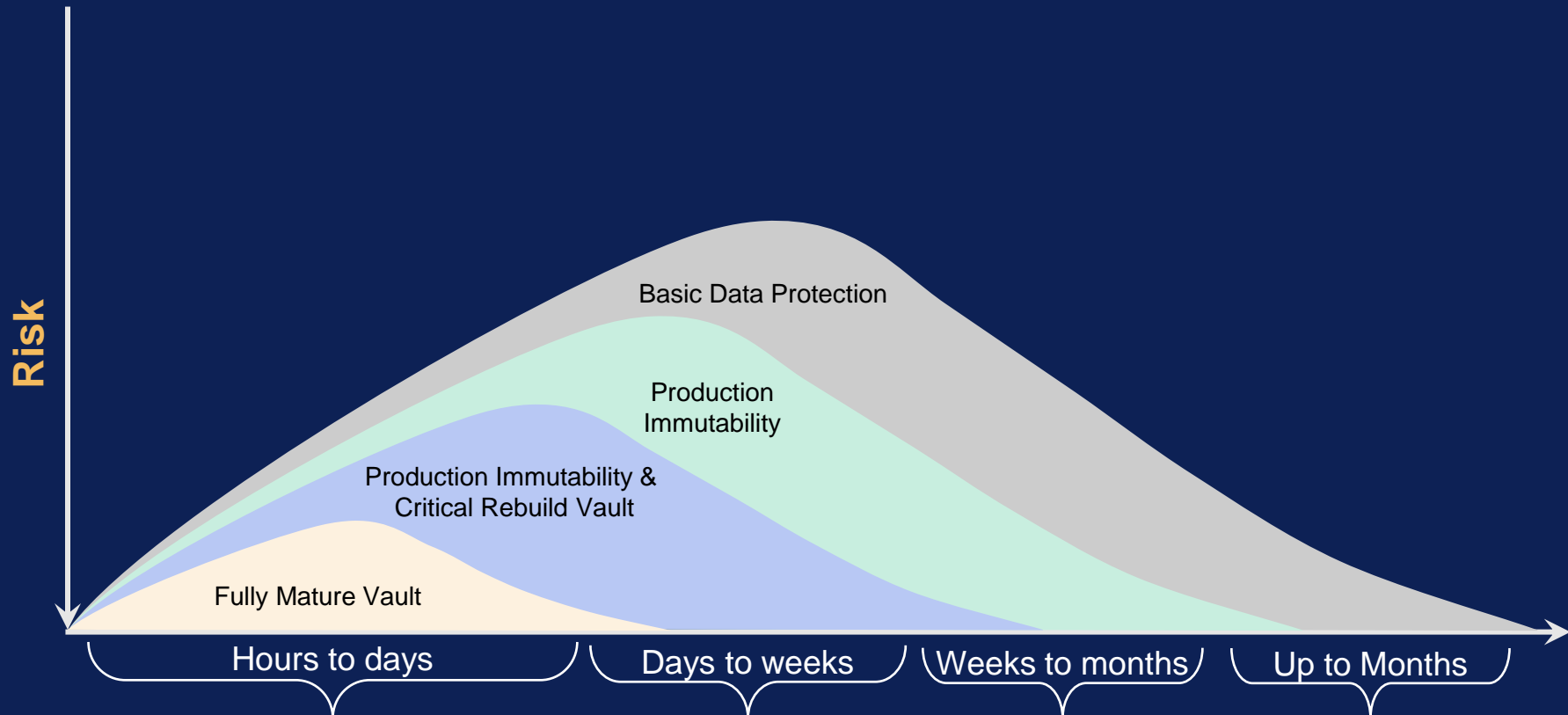
Cyber Recovery Guarantee overview

Production Immutable Copy
Up to $5M

Independent up to $5m
or
Combined up to $10M

Vault Isolated & Immutable Copy
Up to $5M

Assure recovery from the last successful, retention locked, backup.

Assure recovery from the last successful, retention locked, vaulted copy.

Cyber Recovery Guarantee overview

Stored on PowerProtect DD

$10M

Stored on PowerProtect DD

Tiered capacity-based payout - up to $5 million

Tiered capacity-based payout - up to $5 million

For More Information

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The Power of PowerProtect Cyber Recovery

Reduce Risk, Speed Recovery and Lower costs to recovery from Destructive Cyberattacks

PowerProtect DD and DDVE are the foundation of Data Protection – fast, storage efficient and highly secured for resilience

Immutability & multi-layered security design protects against a full spectrum of threats, including insiders

Physical and logical **Isolation** plus an operational air gap protect data vault from unauthorized access
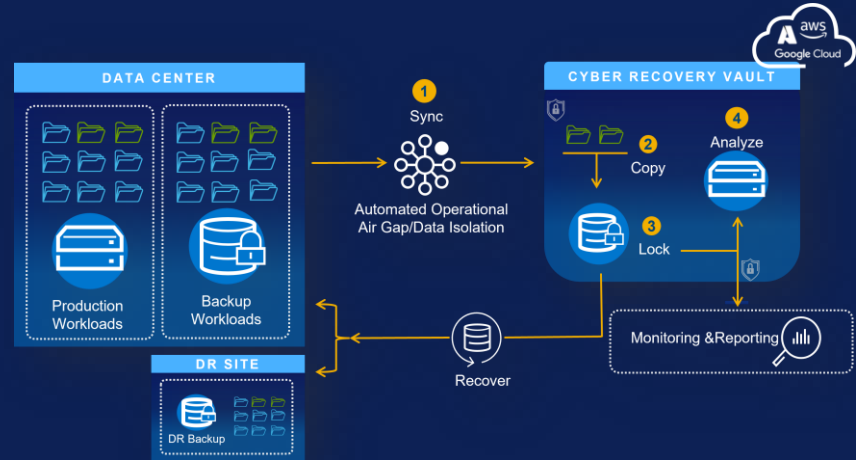
Intelligent analytics & ML help to enable confident recovery with data integrity

First and **Only** Sheltered Harbor endorsed turnkey data vaulting solution to confidently recover financial data

Cyber Recovery Guarantee will make sure data is protected and recoverable

On-premises – Colocation - Public Cloud

Whether on-premises, colocation or public cloud, Dell PowerProtect Cyber Recovery protects critical data from cyberattacks with flexible deployments and streamlined recovery options.

1,500[1] customers[1]

1. Based on Dell Technologies analysis, February 2023

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Fortune 100 companies

71% of the Global companies in the Fortune Global100 are

Dell Technologies Data Protection customers

Fortune Global 500 sectors

9 out of top 10 Global Technology

9 out of top 10 Global Energy

8 out of top 10 Global Health Care

8 out of top 10 Global Motor Vehicles & Parts

8 out of top 10 Global Food & Drug Stores

8 out of top 10 Global Telecommunications

8 out of top 10 Global Transportation

7 out of top 10 Global Financials

7 out of top 10 Global Retailing

7 out of top 10 Global Food, Beverage & Tobacco

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Start Your Cyber Resiliency …Now

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Cyber Recovery is a Key Enabler of Cyber Resilience

Focus on increasing confidence in the ability to recover
from a cyber attack through key technologies and processes
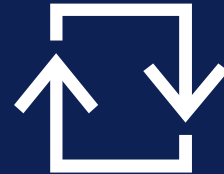
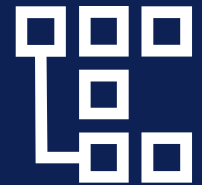| Air Gapping, Immutability & automation | AI/ML based security analytics tools | Runbooks and recovery process | Business Recovery At speed and scale | Cross functional enablement |

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Critical Rebuilds Start at the Core

Deploy A Vault with Basic Recovery Building Blocks

- Critical Rebuild Materials are **"Tier 0"** infrastructure needed before business applications can run.

- Protecting Tier 0 components such as Active Directory can substantially speed and improve recovery with very little complexity or overhead requirements.
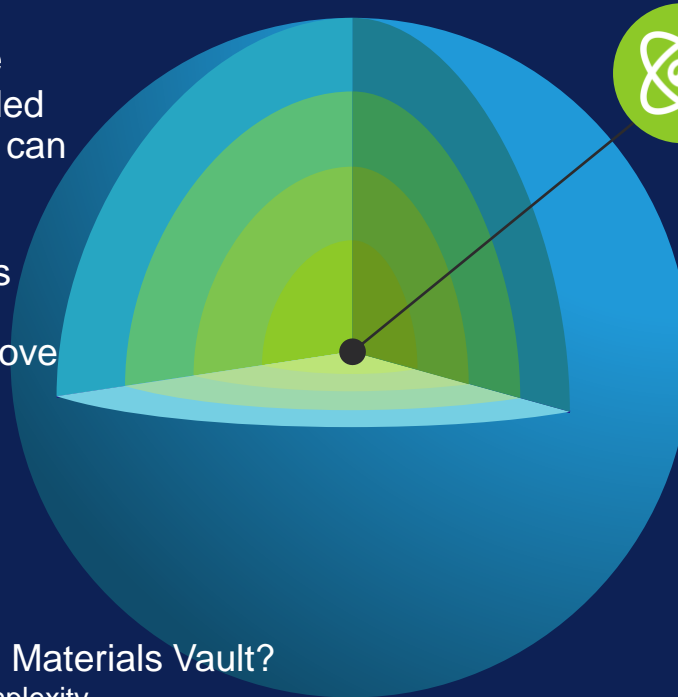
Tier 0
Protect the critical data needed to begin the rebuild of your environment first. Some examples are:

- Active Directory / LDAP
- DNS
- Switch / router / IP configurations
- Firewall rules
- Gold copy images / binaries
- Configurations and settings

Why Deploy a Critical Rebuild Materials Vault?
- Fast deployment and low complexity
- Enhanced resilience
- Provide a foundation for future vault contents such as databases and business applications

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Continue Your Data Recovery Journey

Understand the data in your environment and how it impacts the business

Tier 1 Applications

Start with the top 2 or 3 applications that are most important to keeping the business running. These are typically aligned to revenue, reputation, systematic risk and safety.
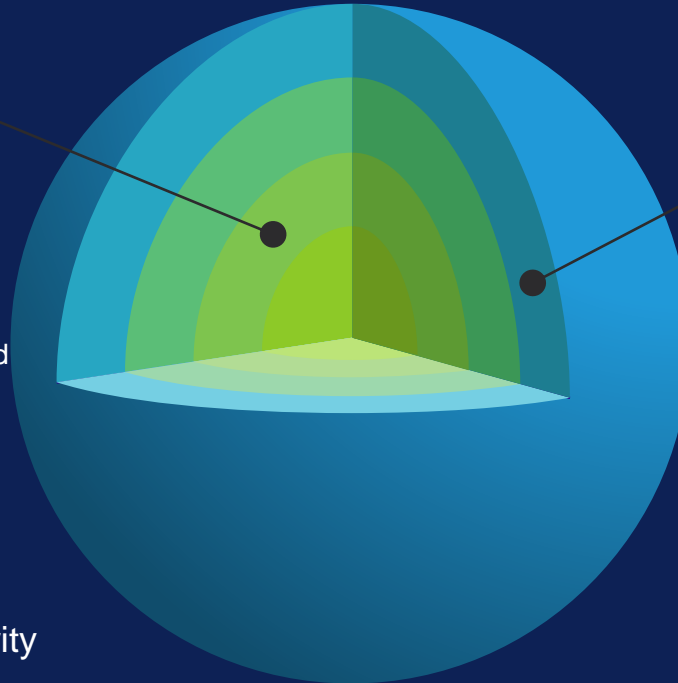
Tier 2 Applications

Protect additional applications and data that are important to the business. This will enable more of the business to be quickly recovered. Grow, as needed, over time.

Recovery Maturity

Consider advanced capabilities such as clean rooms and landing zones to speed and further enhance the recovery process.

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Dell Security & Resiliency Services

Professional Services

- Cyber Assessments
- Deploy & Implement
- Runbook & Validation
- Advisory & Design
- Operate & Manage

Incident Recovery & Retainer Service

- Evaluate & Plan
- Strengthen Readiness
- Incident Response & Recovery
- Tabletop Exercises

APEX Cyber Recovery As-a-Service

- Manage day-to-day vault operations
- Drive consistent procedures & testing
- Monitored 24x7x365 by global operations team
- Support recovery operations

>35K
Service & Support Professionals

Certified Cyber Security Experts

20+ years of
resiliency services innovation

D&LL Technologies

Data Protection & Data Resilience Leadership

1800+
Cyber Recovery customers[1]

17 EB+
Data protected in the cloud

#1 Data Protection appliances & software[2]

Year	Description
2015	First "Isolated" recovery solution with custom deployment
2016	zDP: 1st z/OS implementation of logical corruption protection
2018	Introduced PowerProtect Cyber Recovery solution
2019	First technology vendor in Sheltered Harbor Alliance Partner Program
2020	First Endorsed Sheltered Harbor Solution – PowerProtect Cyber Recovery
2021	Introduced PowerProtect Cyber Recovery for Multi-Cloud & AWS
2021	Formal support for PowerProtect Cyber Recovery for DLm
2022	Introduced PowerProtect Cyber Recovery for Azure and Google Cloud
2022	Managed as-a-Service APEX Cyber Recovery Services

[1] Based on Dell Technologies internal analysis, July 2023
[2] Based on combined revenue from the IDC 1Q23 Purpose-Built Backup Appliance (PBBA) Tracker, with select Storage Software segments from the 1Q23 Storage Software and Cloud Services Tracker

>35K
Service & Support Professionals

241M+
Assets supported

94%
Technical Support CSAT rating

10,000+
Transformation projects completed

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Learn More

Dell PowerProtect Cyber Recovery

delltechnologies.com/cyberrecovery

Intel® Innovation Built-in

delltechnologies.com/dataprotection
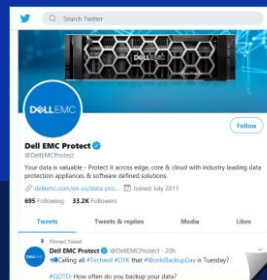
@DellProtect

delltechnologies.com/cloudprotection

Fortify Your
Organization

Customer Video
San Felipe Del Rio

ESG Analyst Case Study:
Cyber Recovery for
Financial Sector

ESG Analyst Video
Cyber Recovery &
Sheltered Harbor

Data Integrity with CyberSense

Customer Stories

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Key Data to Protect by Industry

Healthcare
Electric medical records, scheduling, payment and billing systems

Financial Services
Payment, core banking, trading, treasury, sheltered harbor data

Life Sciences
Research and development, drug discovery & clinical trial data

Retail
Point of sale, inventory, shipping

Legal
Document management, conflicts checking, billing, email

Oil & Gas
Seismic & geographical exploration data

Government
Property records and taxes, justice systems, payment collection, licenses

Manufacturing
Plant manufacturing and scheduling, ordering systems, inventory

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San Felipe Del Rio CISD

A more intelligent way for schools to guard against cyberattacks

Challenges

- Hit with two ransomware attacks that encrypted all of the district's databases, file sharing servers, videos and more.
- Needed to protect sensitive student and family information, as well as key employee data
- Needed to safeguard the district's 10,000 students and 1,500 employees across 17 campuses and administrative sites.
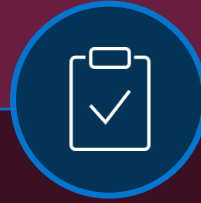
PowerProtect Cyber Recovery

- Isolated Cyber Recovery vault gives San Felipe Del Rio confidence knowing their data is secure
- Separate security credentials and multifactor authentication, limits access and providing additional layers of protection
- Thanks to PowerProtect Cyber Recovery, they haven't had a single backup infection where they couldn't go back and do a recovery.

Outcomes

- Recovered from a ransomware attacks in four hours, rather than in weeks.
- Makes short work of daily backups, typically in 2 hours or less.
- Allows the team to quickly go back in time to recover lost files.

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Town of Gilbert

Improves cyber resiliency to better serve residents

gilbert

Challenges

- Inconsistent backup strategy and multiple solutions/processes
- Cyberthreat landscape makes data, including backups, vulnerable to malicious code or attack
- Maintaining data integrity
- Disaster Recovery, Continuity of Operations, system resilience
- Business partner support too complex or non-existent

PowerProtect Cyber Recovery

- Isolated Cyber Recovery Vault provides an extra layer of security for critical data
- Analytics provide insight into the integrity of our data
- Enable a rapid recovery strategy consistent with our DR & COOP
- Peace of mind we're able to recover from system failures or cyber incidents

Outcomes

- Consolidate backups to a single hardened air-gapped solution
- Safeguard critical data against threats such as ransomware or cyberattacks
- Improved system resilience even in the face of catastrophic failure
- Trusted partner that is as vested in our success as we are in our own
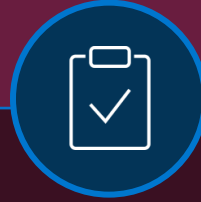- Future-proofing our solutions

DELLTechnologies

Founders Federal Credit Union

Data integrity drives business transformation

Challenges

- Expand business in competitive regional banking market
- Offering customers fast, reliable & innovative services on any device
- Making data protection and data integrity a cornerstone of Founder's customer promise

PowerProtect Cyber Recovery

- Protects critical data that is fueling technological and business transformation
- Provides confidence to IT leaders that critical data is protected from ransomware & cyber attacks
- Reassures Business leaders and customers that PII and other data is protected from cyber attack

Results

- "Impeccable data quality" has increased competitive advantage
- IT staff roles transformed from administrators to data technologists
- CIO measures value of IT by its contribution to transformation efforts

DELLTechnologies

Moreno Valley Unified School Distric

School district gears up against cyber threats

ConvergeOne
MORENO VALLEY
UNIFIED SCHOOL DISTRICT
Glenn Alegre, Executive Director of Technology, Innovation and Assessment, Moreno Valley Unified School District

Challenges

- Neighboring school districts were hit with cyber attacks
- Student, employee and financial data needed to be kept safe and secure
- Virtual classes introduced multiple connectivity and device challenges

PowerProtect Cyber Recovery

- Reassures Administration and staff that PII and other data is protected from cyber attack
- CyberSense for active cyber threat analysis / alerts
- Isolated vaulting capability, provides an extra layer of security and isolation

Results

- Air-gapped vault with CyberSense analytics means peace of mind that PII data is recoverable in event of a cyber attack
- Increased efficiency and lowered costs with 100x average daily compression rate
- Proactive, automated monitoring and reporting

DELLTechnologies

Dodge County, Wisconsin

County Protects Critical Workloads from Cyber Attacks

Challenges

- Other county and city governments were hit with devastating cyber attacks, and Dodge County decided they needed protection
- Required an additional level of protection for their critical workloads
- Needed faster, more reliable backups and restores

PowerProtect Cyber Recovery

- Worry-free protection from cyber threats with automated daily data transfer to an air-gapped vault
- Confidence they can recover critical data and keep their business running in the event of a cyber attack
- Added layer of protection that most organizations don't have

Results

- Heightened user trust in IT due to the reliability of Dell data protection
- Backups complete in 1 to 1-1/4 hours, vs.12-14 hours previously
- Automated data protection and ransomware detection mean no worries

DELLTechnologies

State of Oklahoma

Transforming state government IT

Kevin Stitt
Governor
State of Oklahoma

Challenges

- Safeguard critical data against threats such as ransomware or cyberattacks
- State services can't afford to be down, so they needed a reliable solution that ensured data availability
- Previous solution for restoring data was very manually intensive and didn't provide the confidence they needed
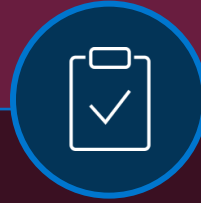
PowerProtect Cyber Recovery

- Peace of mind that they're able to recover from attacks
- Withstand global cyber attacks such as DDoS and defacement
- Isolated Cyber Recovery Vault provides an extra layer of security for critical governmental data

Results

- Withstood 3.8 trillion cyber attacks with Dell data protection.
- Ability to recognize a disaster and within hours be up and functional and running.
- Modernized disaster recovery by moving 2.6PB of data and 10,000+ databases to a remote data center

D&LL Technologies

Financial Services

Protect securities trading platform & critical data

Challenges

- Outage risks $10M/day
- Heterogeneous vendor environment
- Board concerned with compliance with FFIEC & Federal Reserve regulations

PowerProtect Cyber Recovery

- Automated, orchestrated process to minimize operational impacts
- Recovery runbooks for all storage & backup environments

Results

- Met Board mandate for efficient and reliable recovery from cyber destruction
- Provided foundational environment to protect additional applications over time

D&LL Technologies

Healthcare Industry

Protect critical sensitive data and business operations

Challenges

- Targeting of healthcare institutions, impact of large attacks
- Budget constraints
- Regulatory pressures

PowerProtect Cyber Recovery

- Quick deployment of turnkey operational air gap and vault
- CyberSense for active cyber threat analysis / alerts

Results

- "*Nobody else has an air gap like Dell Technologies*"
- Prepared for response with minimal investment vs. risk of $10M catastrophic incident

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Thank You

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