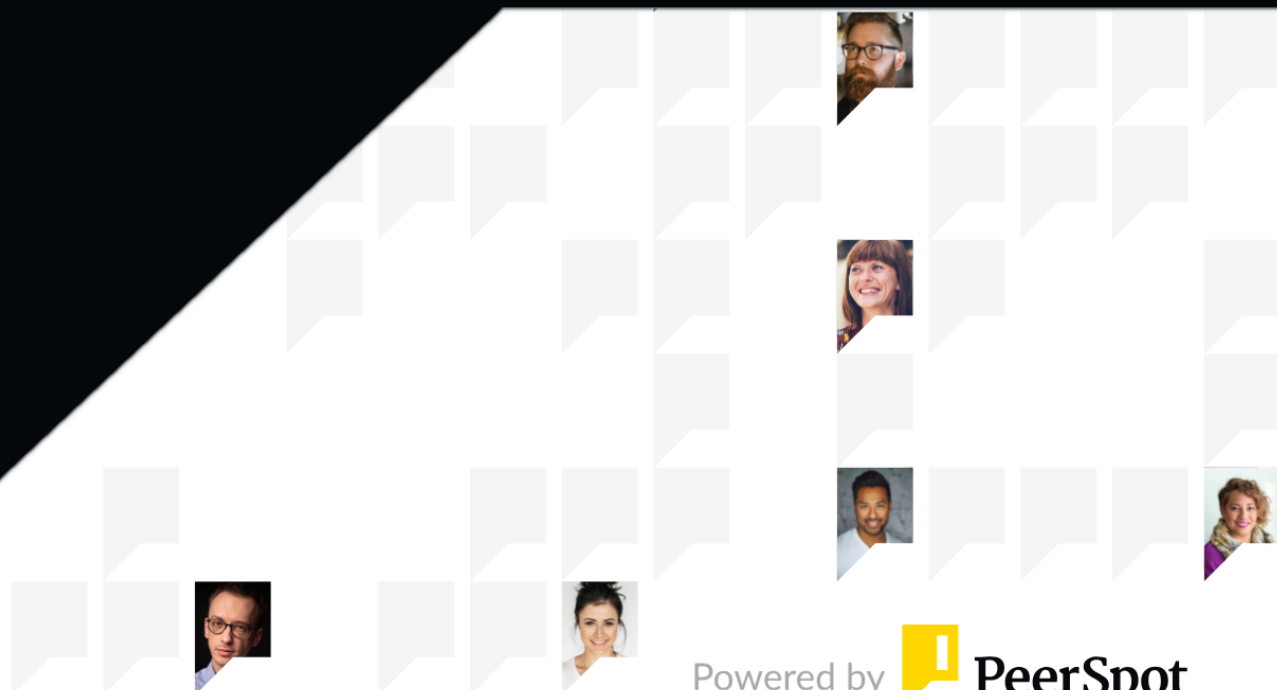




Dell PowerProtect Cyber Recovery

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 15

Other Solutions Considered..... 16 - 18

ROI..... 19 - 21

Use Case..... 22 - 27

Setup..... 28 - 30

Customer Service and Support..... 31 - 33

Other Advice..... 34 - 37

Trends..... 38 - 39

About PeerSpot..... 40 - 41

Product Recap



Dell PowerProtect Cyber Recovery

Dell PowerProtect Cyber Recovery

Recap

Dell PowerProtect Cyber Recovery delivers advanced data protection and cyber resilience by isolating critical data to secure it against cyber threats.

Dell PowerProtect Cyber Recovery leverages an isolated recovery vault to ensure critical business data remains secure and recoverable even during cyberattacks. Its AI-driven analytics validate data integrity, allowing confidence in the reliability of backups. This approach facilitates rapid restoration of operations, helping maintain business continuity amidst cyber threats.

What are the most important features of Dell PowerProtect Cyber Recovery?

- **Isolated Recovery Vault:** Ensures that vital data remains intact and untampered with.
- **AI-based Analytics:** Validates data integrity to maintain backup reliability.
- **Rapid Data Recovery:** Enables swift restoration of business functions post-cyberattack.

What benefits or ROI should be considered in reviews for Dell PowerProtect Cyber Recovery?

- **Enhanced Cybersecurity:** Provides robust defense against ransomware threats.
- **Improved Data Resilience:** Ensures data is secure, recoverable, and available when needed.
- **Operational Continuity:** Supports fast restoration of operations after an incident.

Industries such as finance, healthcare, and government benefit significantly from Dell PowerProtect Cyber Recovery. These sectors require stringent data protection and are vulnerable to cyber threats. By implementing Dell's solution, they enhance data security and ensure operational continuity, mitigating risks associated with cyberattacks.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Dell PowerProtect Cyber Recovery has impacted our overall cybersecurity strategy significantly, because when you move away from protecting your outer walls around your firewalls and educating your people, it has been at the core of protecting our data to ensure that we replicate it and can recover the data that we need.”



XiongXiong

Director, Information Technology at Ascend Performance Materials

- ✓ “What makes Dell PowerProtect Cyber Recovery distinct—with its three devices: the CyberSense, the Cyber Recovery, and the Dell Data Domain—is that it is not only taking backups and not only taking immutable backups, it has a complete, isolated environment that locks down completely.”



Ahmad Al-khuffsh

Assistant Manager Senior Systems Administrator at a financial services firm with 1,001-5,000 employees



“Using Dell PowerProtect Cyber Recovery is a very critical piece of my cybersecurity strategy because it is utilized in situations when I have nowhere else to turn but to my vault.”



SkylerWilliams

Electrical Engineer II at Lafayette Utilities System LLC



“In terms of reliability, Dell PowerProtect Cyber Recovery is highly reliable, especially due to its method of backing up data.”



Taha Sayeh

Devops Solutions Engineer at a computer software company with 51-200 employees



“With today's attacks, having a solution like Dell PowerProtect Cyber Recovery protects your backup data.”



Hassan_Zaki

Senior Pre Sales Section Manager at VAS Integrated Solutions



“Having used Dell PowerProtect Cyber Recovery for four years, I can say it has helped my business significantly, especially compared to when we were using NetWorker, which was a pain in the ass.”



Sven Van Baekel

System Administrator at De Persgroep Publishing



“The biggest return on investment for me when using Dell PowerProtect Cyber Recovery is that if we had an attack, we would be able to recover in hours instead of weeks or months, which is a lot of risk reduction.”



Verified user

Global Head, Storage at a financial services firm with 1,001-5,000 employees

What users had to say about valuable features:

“The best feature is that it is truly air-gapped, so it is not connected to the network.

“The second feature is that it is all driven from inside the vault, so it is not affected by any attacks or vulnerabilities that happen outside the vault.

“These two features are the strength points for Dell PowerProtect Cyber Recovery..”

Hassan_Zaki

Senior Pre Sales Section Manager at VAS Integrated Solutions

[Read full review](#) 

“I prefer the file-level scan feature of Dell PowerProtect Cyber Recovery the most because every vendor advertises their air gap solution and vaults, but very few, if any, have file-level scanning. This is a very important feature and stands out the most.

When a company purchases an air gap solution such as Dell PowerProtect Cyber Recovery, attackers are becoming increasingly sophisticated. At the end of the day, they are dealing with human elements. Attackers will always attempt to find a workaround to your security, as some threats may not activate immediately and might remain dormant for months before activation. This means if you have backups of potentially infected transfers, they may still not be detected until the ransomware activates. Features such as file scanning can help by placing data in a sandbox that is scanned extensively to detect and inform you of any suspicious files. Vendors typically only scan for metadata, which does not change, and therefore ransomware can remain in the vault. This file scanning feature is crucial when advanced threats are at play..”

Taha Sayeh

Devops Solutions Engineer at a computer software company with 51-200 employees

[Read full review](#) 

“What I appreciate about Cyber Recovery is that it has a very simple, user-friendly interface. It does exactly what it says it does; it synchronizes the critical data that I need, puts it in the vault, and then allows me to recover it from the vault. From the vault, I can bring it into a clean room and validate that the data can be restored and validated back into my production environment in case all of my systems were to be compromised and wiped out by a threat actor who gained control of my systems.

My experience with deploying Dell PowerProtect Cyber Recovery was a lot to handle and understand. In the end, it gives me more clarity into my backup infrastructure. It makes me look more closely at what I am backing up and what I am capable of restoring. This gives me, as a backup administrator handling all my company's important data, a large outlook while providing a narrow view on how to recover all my data; large in terms of being able to see the whole scope of everything that I am backing up, and narrow in that I get to drill down into specific applications to see what is necessary to bring those back in case of a cyber actor attack or event..”

SkylerWilliams

Electrical Engineer II at Lafayette Utilities System LLC

[Read full review](#) 

“Dell PowerProtect Cyber Recovery offers excellent security vault isolation, which keeps clean copies safe from ransomware, and automated recovery workflows that speed up restore times. I also value the analytics that help detect anomalies early, giving us confidence that threats are identified before they spread.

“Dell PowerProtect Cyber Recovery has had a very positive impact on my organization by strengthening our resilience against ransomware. The cyber recovery vault gives us a clean, isolated copy of the critical data, allowing us to recover quickly without spreading infection, thus reducing downtime risk and improving compliance posture.

“The analytics in Dell PowerProtect Cyber Recovery help by continuously scanning backup copies for unusual patterns. Our team was notified of an anomaly where file change rates spiked far above normal; the analytics flagged it quickly, allowing us to isolate the database in the vault before it could contaminate production, which saved us hours of investigation and prevented a potential spread of malicious code.

“The ML-based anomaly detection in Dell PowerProtect Cyber Recovery is one of the most impactful features because it does not just look for known signatures; it learns normal behavior patterns and flags deviations that could indicate ransomware or corruption..”

Minor Corrales

Networking Admin at a tech company with 51-200 employees

[Read full review](#) 

“The isolation of Dell PowerProtect Cyber Recovery from the production environment is what I appreciate most. The technology that isolates it from the production environment ensures that whatever happens to the production environment, if ransomware hits it, Dell PowerProtect Cyber Recovery will remain isolated. In the event of a ransomware attack, this solution is designed specifically for ransomware protection. It also makes us compliant with PCI DSS, which is essential for banks that must follow and be certified in PCI DSS.

“Dell PowerProtect Cyber Recovery has three devices. The first device is the Dell Data Domain. The second device is the CyberSense, which provides the machine learning capability. The third device is Cyber Recovery. The machine learning component reads the backup and performs anomaly detection for any corrupt data or manipulated data. It is not just taking a backup, because we already have a separate backup solution. However, for Cyber Recovery, it has a special device that applies anomaly detection and machine learning to what it reads, ensuring that it reads clean data.

“I am responsible for the Veeam backup and the storage, which is Dell Data Domain. This solution also has storage called Dell Data Domain. What makes Dell PowerProtect Cyber Recovery distinct—with its three devices: the CyberSense, the Cyber Recovery, and the Dell Data Domain—is that it is not only taking backups and not only taking immutable backups. It has a complete, isolated environment that locks down completely. There is a time when the lock is released to take a backup. Once the backup is taken, the anomaly detection and machine learning run, and the door locks. All of these backups are immutable by design, and ransomware cannot change anything about them. That is why it is more than an immutable backup.

“We never had to restore anything from it in a production scenario. We only tried it once after we deployed the solution. Because we only deal with this solution and restore something from it when the environment is completely encrypted and destroyed by ransomware. When we wanted to try it, we told the vendor we wanted to test it. We connected a PC and restored a machine from this solution. We had to connect this computer to the isolated environment itself. It is not allowed to connect it with the production environment. We had to deal with it on-site by

connecting something to it on-site..”

Ahmad Al-khuffsh

Assistant Manager Senior Systems Administrator at a financial services firm
with 1,001-5,000 employees

[Read full review](#) 

“The feature of Dell PowerProtect Cyber Recovery that I appreciate the most is the ability to actually do the job, and having a single-pane screen to manage the whole solution has been a significant benefit.

We have been very happy with the ML-based anomaly detection feature in identifying potential threats, with the machine learning and AI that has been built into Dell's solution. Although we have not used it extensively, it has given us some helpful hints that we have been able to take advantage of. At this point, we are satisfied with it, but we can do much more with it.

Dell PowerProtect Cyber Recovery has definitely saved us time. It has completed the backup so we can recover, and we have recovered full recoveries as well as individual files, so it has definitely saved us time and accomplished its job.

Dell PowerProtect Cyber Recovery has impacted our overall cybersecurity strategy significantly. When you move away from protecting your outer walls around your firewalls and educating your people, it has been at the core of protecting our data to ensure that we replicate it and can recover the data that we need. Because everything in this day and age depends on data, and having the ability to have multiple copies of it in different geographic regions has been a major benefit. It is definitely one of our core parts of our overall cybersecurity strategy.

One of the greatest features that Dell PowerProtect Cyber Recovery brings to the table that has benefited us is the remote replication capability. When we were implementing this PowerProtect and Cyber Resilience solution, we experienced a minor issue with Dell. They sent us the wrong power cord, and addressing this issue took considerable time because we had to retrofit our power in our data center at the site to power that unit. However, we were able to run remote backup, meaning we backed up our manufacturing site in Chocolate Bayou, Texas, to our co-location in Virginia over the network. With our previous solution, we were never able to do this. Although Dell initially recommended doing a backup and recovery locally and then replicating that recovery to the sister site, we used the product to do the backup directly to the sister site. This is a feature that we have been very satisfied with, especially since many competitors claim this capability

works but it never does when we test it. With Dell, we never expected it to work, but it actually does, so we are very satisfied with that feature.

Regarding Dell PowerProtect Cyber Recovery's ability to ensure data immutability in our IT infrastructure, having that local copy and then having that offsite digital copy that we send between the individual sites has given us comfort. Additionally, some of the certification and air gap capability that comes with that built-in solution versus having to buy a third-party one has been beneficial. This is why we chose them. It has given us the ability to have that local copy, the ability to have that replicated offsite copy, and then to have that final copy where it is air-gapped..”

XiongXiong

Director, Information Technology at Ascend Performance Materials

[Read full review](#) 

Other Solutions Considered

“We never bought something that is exactly the same as this product. It is not just immutable backups. The design is isolated, creating a completely isolated environment..”

Ahmad Al-khuffsh

Assistant Manager Senior Systems Administrator at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

“We looked at Druva and Cohesity as well, so we evaluated all the primary players out there. We do that as part of our cycle. Every three or four years, whenever our cycle is with our solutions, we always go back and double-check it..”

XiongXiong

Director, Information Technology at Ascend Performance Materials

[Read full review](#) 

“Prior to adopting Dell PowerProtect Cyber Recovery, I was not using anything for an air gap solution. The only thing I was doing was using crude ACLs to prevent certain assets in my organization from being able to connect to my data domains, which I am still doing. However, it was a very crude poor man's solution for an air gap environment, which is what Cyber Recovery does, exactly what it is supposed to do..”

SkylerWilliams

Electrical Engineer II at Lafayette Utilities System LLC

[Read full review](#) 

“At the moment, I am not comparing Dell PowerProtect Cyber Recovery with other vendors because I still have a license for the next two years, but in my previous job, I used Veeam, and to be honest, the bare-metal recovery of Veeam is better. The VMware integration is really good in PowerProtect Data Manager, but the bare-metal recovery is a little bit not straightforward..”

Sven Van Baekel

System Administrator at De Persgroep Publishing

[Read full review](#) 

“Our previous solution was definitely a market leader, Rubrik. They are a phenomenal organization. When we engaged with them, we were a Rubrik customer for over six years, going through two cycles with them. However, we were just undersized, which really prohibited us from completing the basic functions that we needed. When we went back to them, it was just not feasible. This opened the door for Dell, and they came in and worked hard with us. One of the things that Dell was excellent about was listening to us very carefully throughout the whole process. We made it clear that we did not want to be undersized. Today, we are in production and we are not undersized, so it has been a win-win..”

XiongXiong

Director, Information Technology at Ascend Performance Materials

[Read full review](#) 

ROI

Real user quotes about their ROI:

“It is possible to observe ROI with Dell PowerProtect Cyber Recovery because the costs incurred from paying ransoms or decrypting data will be much higher than the solution price itself, providing customers with confidence in their last line of defense..”

Amjed Antari

Pre Sales Manager at a tech services company with 51-200 employees

[Read full review](#) 

“The biggest return on investment for me when using Dell PowerProtect Cyber Recovery is that if we had an attack, we would be able to recover in hours instead of weeks or months, which is a lot of risk reduction..”

Verified user

Global Head, Storage at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

“I have seen a return on investment with Dell PowerProtect Cyber Recovery in that I am able to recover things and test the validity of my backups at any given time using PowerProtect Data Manager to validate those backups are good. I have not had a cyber attack in my systems, thankfully, but if I do, I will be going to the Cyber Vault to recover..”

SkylerWilliams

Electrical Engineer II at Lafayette Utilities System LLC

[Read full review](#) 

“From a technical standpoint, the return on investment with Dell PowerProtect Cyber Recovery is more proactive because when you are hit with ransomware, the first thing an attacker will demand is money. They will know how much revenue your company generates and will demand a significant amount of money. Customers often pay millions of dollars to regain access to their production and data. With a vault such as Dell PowerProtect Cyber Recovery, you avoid paying out large sums of money and thus it is more of a proactive investment rather than a reactive one. It will not make you money, but it will help you avoid substantial losses..”

Taha Sayeh

Devops Solutions Engineer at a computer software company with 51-200 employees

[Read full review](#) 

“The return on investment that we have seen with Dell PowerProtect Cyber Recovery is fundamental. It actually works. I understand that sounds unusual and should be standard IT practice, but with our previous predecessor, we were undersized and under-scoped, and every time we went back to them, it cost more and more. We could not even complete our fundamental backing up of something as simple as a file share, not to mention application backup. With Dell's solution and their PowerProtect and Cyber Resilience, we have been able to overcome all of that. The ROI has been in being able to overcome those limitations. We have been able to shift the management of it from personnel in the US to our international team, so we have seen some financial value there as well. This demonstrates how simple it is to operate their solution..”

XiongXiong

Director, Information Technology at Ascend Performance Materials

[Read full review](#) 

Use Case

“Dell PowerProtect Cyber Recovery is used primarily to isolate critical workloads from ransomware threats, and the security vault stores clean copies of production data. During a ransomware simulation, I isolated a copy of our finance database in the Cyber Recovery vault, and when the attack encrypted the production data, we restored from the vault in less than two hours..”

Minor Corrales

Networking Admin at a tech company with 51-200 employees

[Read full review](#) 

“My main use case for Dell PowerProtect Cyber Recovery is ransomware protection since it's a clean vault isolated from the network. If a ransomware attack occurs on the production environment and also affects the backup environment, you will have a reliable location to restore clean copies. Dell PowerProtect Cyber Recovery has many features, including scanning capabilities that operate per file rather than only scanning the data itself. This scanning will pinpoint the exact transfer of files for your awareness. The solution provides comprehensive recovery capabilities..”

Taha Sayeh

Devops Solutions Engineer at a computer software company with 51-200 employees

[Read full review](#) 

“Our biggest use case for Dell PowerProtect Cyber Recovery is the basic backup and recovery function. We back up our production systems that are critical to our operation, establishing individual recovery points and recovery tasks for them, and protect them from a cybersecurity perspective. If we ever experienced a cyber incident, we would be able to recover all of our production data, anywhere from solutions that run our production floors to some of our core ERP systems..”

XiongXiong

Director, Information Technology at Ascend Performance Materials

[Read full review](#) 

“Dell PowerProtect Cyber Recovery is primarily used as ransomware backup protection. It creates a vault for important data so that if a ransomware breach occurs, it does not affect your data.

“Important data is kept safe in the Cyber Vault, which is the main use of Dell PowerProtect Cyber Recovery. This solution collaborates with another solution called CyberSense, which is an OEM product by a company called Index Engines that Dell is the only reseller for..”

Hassan_Zaki

Senior Pre Sales Section Manager at VAS Integrated Solutions

[Read full review](#) 

“The isolation of Dell PowerProtect Cyber Recovery from the production environment is what I appreciate most. The technology that isolates it from the production environment ensures that whatever happens to the production environment, if ransomware hits it, Dell PowerProtect Cyber Recovery will remain isolated.

“In the event of a ransomware attack, this solution is designed specifically for ransomware protection. It also makes us compliant with PCI DSS, which is essential for banks that must follow and be certified in PCI DSS.

“Dell PowerProtect Cyber Recovery has three devices. The first device is the Dell Data Domain. The second device is the CyberSense, which provides the machine learning capability. The third device is Cyber Recovery. The machine learning component reads the backup and performs anomaly detection for any corrupt data or manipulated data. It is not just taking a backup, because we already have a separate backup solution. However, for Cyber Recovery, it has a special device that applies anomaly detection and machine learning to what it reads, ensuring that it reads clean data.

“I am responsible for the Veeam backup and the storage, which is Dell Data Domain. This solution also has storage called Dell Data Domain. What makes Dell PowerProtect Cyber Recovery distinct—with its three devices: the CyberSense, the Cyber Recovery, and the Dell Data Domain—is that it is not only taking backups and not only taking immutable backups. It has a complete, isolated environment that locks down completely.

“There is a time when the lock is released to take a backup. Once the backup is taken, the anomaly detection and machine learning run, and the door locks. All of these backups are immutable by design, and ransomware cannot change anything about them. That is why it is more than an immutable backup.

“We never had to restore anything from it in a production scenario. We only tried it once after we deployed the solution. Because we only deal with this solution and restore something from it when the environment is completely encrypted and destroyed by ransomware. When we wanted to try it, we told the vendor we wanted to test it. We connected a PC and restored a machine from this solution. We had to

connect this computer to the isolated environment itself. It is not allowed to connect it with the production environment. We had to deal with it on-site by connecting something to it on-site..”

Ahmad Al-khuffsh

Assistant Manager Senior Systems Administrator at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

“The main use case for Dell PowerProtect Cyber Recovery is the ability to ingest all of my data into my vault. If there is an anomaly or something I need to be aware of, such as a large amount of data being encrypted, I will be able to realize what is going on and proactively restore that data in the vault, even if the data on my production systems in my environment has been compromised. The main use of Dell PowerProtect Cyber Recovery is a last-ditch effort to get my data if it has been attacked or damaged and manipulated by a cyber actor.

What I appreciate about Cyber Recovery is that it has a very simple, user-friendly interface. It does exactly what it says it does; it synchronizes the critical data that I need, puts it in the vault, and then allows me to recover it from the vault. From the vault, I can bring it into a clean room and validate that the data can be restored and validated back into my production environment in case all of my systems were to be compromised and wiped out by a threat actor who gained control of my systems.

I am able to ensure data immutability in my IT infrastructure because I conduct mock scenarios, asking how I would restore my data if a cyber event occurred. I can bring up that data in my Cyber Recovery vault and move it into my clean room. When it is in my clean room, I can actually bring up my entire environment as a sandbox to see if every component and application interacts, communicates with itself, and is fully functioning and working. If one of those was attacked by a critical cyber actor, I can pinpoint through reporting that comes with CyberSense when that actually occurred and when that data changed, and I can go back to a previous day to a copy that was protected and allow me to bring back the data retrospectively.

My role in using or managing Cyber Recovery allows me to take all of my critical data that has been backed up currently in my production data domain environment, and then I am allowed via an air gap to send it into a secure Cyber Recovery vault that is in our facility but is protected in different ways.

Using Dell PowerProtect Cyber Recovery is a very critical piece of my cybersecurity strategy because it is utilized in situations when I have nowhere else to turn but to

my vault. It is critical to have that last backup, the backup you do not expect to have. It gives me, as an administrator doing backup in the organization, peace of mind knowing that all the data I am backing up at a good point in time, even if it were hit by a malicious actor, is protected in an isolated vault that has been security-hardened by Dell experts to prevent it from being compromised.

Prior to adopting Dell PowerProtect Cyber Recovery, I was not using anything for an air gap solution. The only thing I was doing was using crude ACLs to prevent certain assets in my organization from being able to connect to my data domains, which I am still doing. However, it was a very crude poor man's solution for an air gap environment, which is what Cyber Recovery does, exactly what it is supposed to do..”

SkylerWilliams

Electrical Engineer II at Lafayette Utilities System LLC

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup for Dell PowerProtect Cyber Recovery is simple and straightforward. The solution, implementation, and interface are very easy to manage..”

Hassan_Zaki

Senior Pre Sales Section Manager at VAS Integrated Solutions

[Read full review](#) 

“The deployment was straightforward, so I had no problems with that. It took about two days for the deployment. This includes the installation of the data domain..”

Sven Van Baekel

System Administrator at De Persgroep Publishing

[Read full review](#) 

“We have seen downtime reduced by about 60% compared to before implementing Cyber Recovery. For example, a ransomware drill that used to take nearly a full day of recovery now takes under four hours with the vault. We have experienced a significant reduction in recovery times since deploying Dell PowerProtect Cyber Recovery, with an approximate reduction of about 60 to 70% compared to our pre-deployment benchmarks..”

Minor Corrales

[Read full review](#) 

Networking Admin at a tech company with 51-200 employees

“When we started the relationship with Dell using their PowerProtect and Cyber Resilience solution, we made it very clear that this was something we could not fail at. They came through with a white glove service and we were able to roll it out globally. We were ahead of schedule. In the US, we deployed it in three months and globally, we completed it within the following six months..”

XiongXiong

[Read full review](#) 

Director, Information Technology at Ascend Performance Materials

“My experience with deploying Dell PowerProtect Cyber Recovery was a lot to handle and understand. In the end, it gives me more clarity into my backup infrastructure. It makes me look more closely at what I am backing up and what I am capable of restoring. This gives me, as a backup administrator handling all my company's important data, a large outlook while providing a narrow view on how to recover all my data; large in terms of being able to see the whole scope of everything that I am backing up, and narrow in that I get to drill down into specific applications to see what is necessary to bring those back in case of a cyber actor attack or event..”

SkylerWilliams

[Read full review](#) 

Electrical Engineer II at Lafayette Utilities System LLC

“The initial deployment took us a lot of time. It requires careful planning, especially regarding networking and the Vault design itself. The product itself has a learning curve for administrators who are new to Cyber Recovery.

“The first time you configure it, it requires you to read the complete documentation. You should take a couple of days to configure it completely. However, if you configure it well, the operational side will operate smoothly in the future. You will only need a small amount of time to fix something afterward. For the initial deployment, it needs considerable time..”

Ahmad Al-khuffsh

[Read full review](#) 

Assistant Manager Senior Systems Administrator at a financial services firm with 1,001-5,000 employees

Customer Service and Support

“Dell technical support for Dell PowerProtect Cyber Recovery rates a 7 out of 10. A little improvement on both response time and quality would be appreciated..”

Hassan_Zaki

Senior Pre Sales Section Manager at VAS Integrated Solutions

[Read full review](#) 

“We have a local vendor who is experienced and responsible for the delivery and installation. They were able to fix some small issues we faced. We never had to contact Dell support itself..”

Ahmad Al-khuffsh

Assistant Manager Senior Systems Administrator at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

“Dell's support and customer service are excellent, which I would rate as five out of five. We have an account manager for enterprise solutions and local on-site support with a resident engineer positioned on-site..”

Verified user

Data Protection Architect at a energy/utilities company with 1,001-5,000 employees

[Read full review](#) 

“My experience with the customer service and technical support from Dell has been somewhat mixed, especially during critical situations. When I open a ticket, they typically assign level one or level three support to gather data, and that process can take some time. Overall, the service is good, but there are areas for improvement..”

Taha Sayeh

Devops Solutions Engineer at a computer software company with 51-200 employees

[Read full review](#) 

“The customer service and technical support for Dell PowerProtect Cyber Recovery would be rated at approximately a nine to nine point five. As an end user, we always want them to come to us versus us going to them, and I think that is where the improvement can be. However, every time we have called upon Dell, they have been responsive, whether it is just general questions or if we are having a critical issue. The support and account team have been attentive..”

XiongXiong

Director, Information Technology at Ascend Performance Materials

[Read full review](#) 

“When I evaluated customer service and technical support for Dell PowerProtect Cyber Recovery, it was a very new product, so I faced some challenges. However, after that, I learned how to handle support in terms of engaging multiple specialists. For example, Dell PowerProtect Cyber Recovery deals almost directly with PowerProtect Data Manager, which means I have to open multiple tickets. This was something new to me, but Dell does a very good job of coordinating all their different branches of support together to help streamline the process.

I would rate technical support and customer support a 10 because honestly, their support specialists go above and beyond. They need to know not only Dell PowerProtect Cyber Recovery, but also several other aspects such as PowerProtect Data Manager to get the vault to actually work and comply. Because of that, they end up fixing things on both sides when they do not normally maintain that product, which is a benefit for me..”

SkylerWilliams

Electrical Engineer II at Lafayette Utilities System LLC

[Read full review](#) 

Other Advice

“I strongly recommend securing my organization with Dell PowerProtect Cyber Recovery for any situation or vulnerability in the perimeter. Dell PowerProtect Cyber Recovery is a very fast recovery service, and I highly recommend it. Dell PowerProtect Cyber Recovery is a perfect recovery solution. I would rate this product 8 out of 10..”

Minor Corrales

Networking Admin at a tech company with 51-200 employees

[Read full review](#) 

“What I would say is that there are a lot of organizations out there, and these organizations are getting hit by cyber actors. It is very important to know that your data is protected and safe, not just in your data domain and structure, but in an isolated vault. If the worst possible scenario happens and all your data gets compromised and encrypted, you have something to fall back on. For every backup administrator out there, it provides the ability to sleep peacefully at night. I would rate this product a 9 overall..”

SkylerWilliams

Electrical Engineer li at Lafayette Utilities System LLC

[Read full review](#) 

“Dell PowerProtect Cyber Recovery is sold B2B and not through a marketplace. I would recommend this product to other users. For a lot of people, it is a must.

“With today's attacks, having a solution like Dell PowerProtect Cyber Recovery

protects your backup data. You might consider it for your data center as a protection against ransomware attacks.

“This review has an overall rating of 8 out of 10..”

Hassan_Zaki

Senior Pre Sales Section Manager at VAS Integrated Solutions

[Read full review](#) 

“My advice to anyone evaluating Dell PowerProtect Cyber Recovery is to always make sure you test it thoroughly so you understand what you are getting. Once you start testing it, you are going to fall in love with it and you are going to be a Dell customer. I would rate Dell PowerProtect Cyber Recovery a nine on a scale of one to ten, with one being worst and ten being best. I give it a nine because it fundamentally works and checks off the box. The rest of the rating is because they continuously listen, grow with you, and help you expand your cybersecurity strategy. Building a strong cybersecurity strategy is like building a house. If you do not have a solid foundation, you will have a lot of problems. Dell PowerProtect Cyber Recovery is one of the pillars that gives us a solid foundation above and beyond protecting our network and educating our people. It is about protecting our data and our core applications that we need, and it performs reliably in that capacity..”

XiongXiong

Director, Information Technology at Ascend Performance Materials

[Read full review](#) 

“In terms of reliability, Dell PowerProtect Cyber Recovery is highly reliable, especially due to its method of backing up data. The data transfer from production to the vault involves a secure, physical connection that is cut off during backup.

Unlike many other vendors who disconnect logically, this physical disconnection makes it more reliable. Additionally, its file-level scanning capability identifies exact files causing ransomware or other issues. Clients often downplay this importance until they experience a ransomware attack. They generally only focus on connectivity, but they begin to see the reliability of the solution once they encounter ransomware.

My advice for companies considering Dell PowerProtect Cyber Recovery is to properly size it and focus on critical data rather than putting everything on your collection environment. If you try to store everything, it can unnecessarily raise costs. Additionally, managing it can be challenging since there is no connection from the work site to the production site. You must log in from a special workstation that lacks internet access, which complicates access to the vault for security reasons. You want to prevent attackers from seeing support from the production environments, as they may take advantage of that knowledge.

I would rate Dell PowerProtect Cyber Recovery an overall score of eight out of ten..”

Taha Sayeh

Devops Solutions Engineer at a computer software company with 51-200 employees

[Read full review](#) 

“This environment is recommended for customers who already have Dell products. If you happen to have products from other vendors, you will need more effort to connect it. We already have storage called Dell Data Domain, so it was easier for us to deploy and connect it. Because the Cyber Recovery storage, which is Data Domain, we already have storage from the same vendor, which is Dell. So, it was straightforward for us. It is recommended for customers who already have Dell products. However, I cannot predict what it will be like if they have products from vendors other than Dell.

“Regarding maintenance, there is no formal maintenance required. However, you

should monitor it day-to-day. In case something goes wrong, such as it not taking a backup for any reason, you need to address it. Additionally, if a password expires, it will stop taking backups. You should monitor it every day. There is nothing in IT that is 100% secure, so you should monitor it day-to-day. The monitoring is done by a specific computer that is connected with a cable to this environment. This environment is not connected to any network device in the environment, and no one, not even any of the IT staff, can access it. It is only connected by a cable to a special computer. The cable runs through four floors to a single computer for the administrator who is responsible for monitoring it.

“My overall rating for Dell PowerProtect Cyber Recovery is nine out of ten..”

Ahmad Al-khuffsh

Assistant Manager Senior Systems Administrator at a financial services firm
with 1,001-5,000 employees

[Read full review](#) 

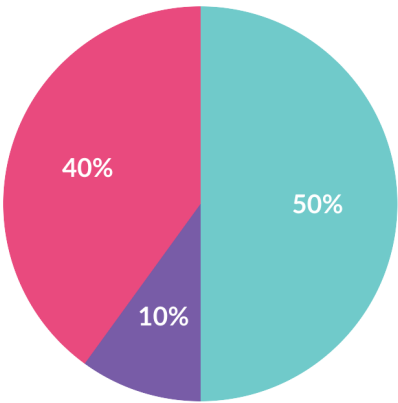
Top Industries

by visitors reading reviews

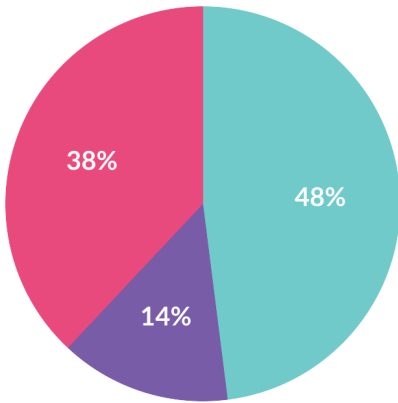


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944