

RANSOMWARE RECOVERY GUARANTEE



Restore your data on NetApp. Guaranteed.

The challenge

Ransomware threats have become one of the largest business disruptors with attacks becoming more frequent and more costly. In an independent, vendor-agnostic study, [“The State of Ransomware 2023,”](#) 66% of all organizations surveyed had experienced a ransomware attack.

With ransomware on the rise, an attack is not a matter “if,” but “when.” As the leader in data protection, threat detection, and security, NetApp continues to be the safest place for you to store your data. Guaranteed.

Our guarantee to you

The NetApp Ransomware Recovery Guarantee is a cost-effective approach to cyber resilience that provides greater protection and security for your data on NetApp.

We guarantee that we will be able to recover your protected NetApp® Snapshot™ copies on eligible arrays, and if we can't, we will compensate your organization. Terms and conditions apply.

No matter how you purchase your new storage system—as a traditional capital purchase or through the [NetApp Keystone® storage-as-a-service](#) option—the ransomware guarantee is available on the following NetApp ONTAP® versions:

- AFF A-Series, AFF C-Series, and FAS systems – Version 9.12.1 or later
- ASA A-Series systems – Version 9.13.1 or later
- ASA C-Series systems – Version 9.14.1 or later

To be eligible for the guarantee, you must also purchase the [NetApp Ransomware Recovery Assurance Service](#) at the time you purchase the qualified storage array. In addition, AutoSupport must be enabled on each qualified storage array. Our experts will ensure that the mandatory protection and recovery features are properly configured and assist with recovery of the data in the event of an attack.

NetApp Ransomware Protection solutions

NetApp ONTAP data management software features a comprehensive suite of integrated technologies to help you protect, detect, and recover from ransomware attacks. The NetApp SnapLock® Compliance feature built into ONTAP prevents the deletion of data stored in an enabled volume using WORM (write once, read many) technology with advanced data retention.

After the retention period is established and the Snapshot copy is locked, not even a storage administrator with full system privileges or a member of the NetApp Support team can delete the Snapshot copy. But, more importantly, a hacker with compromised credentials will not be able to delete it.

Eligible storage arrays also feature ONTAP One, the most comprehensive, built-in set of storage services on the market. ONTAP One includes all the software licenses needed to qualify for the guarantee plus additional integrated efficiency and security technologies, including our Autonomous Ransomware Protection (ARP), multi-admin verification (MAV), and end-to-end encryption. NetApp storage technologies retain storage efficiencies end-to-end to lower storage costs, even on SnapLock volumes.

“With [NetApp] Snapshot and the immutable Snapshot capability, we’ve recovered from two virus attacks and one ransomware attack just by being able to recover the data.”

Enterprise storage manager, large U.S. university

KEY BENEFITS

- Minimize downtime, costs, and potential data loss from a ransomware attack.
- Ensure that your NetApp storage is configured correctly and for maximum benefit.
- Accelerate remediation with NetApp assisted data recovery.

NetApp Ransomware Recovery Assurance Service

The impact of Ransomware attacks can be felt throughout your organization. With the Ransomware Recovery Assurance Service, you can gain the peace of mind that your configurations have been validated by NetApp Professional and Managed Services experts.

In the event of a ransomware attack, our experts are available to assist with the rapid recovery of your protected data. The Ransomware Recovery Assurance Service includes proper configuration, validation, data recovery testing, and recovery assistance services. NetApp Professional Services experts will help you:

- **Implement and validate SnapLock Compliance.** Implement and configure immutable, indelible data volumes by using NetApp SnapLock Compliance. If you (or an authorized NetApp Partner) want to configure your own software, our Professional Services team will validate that the software has been properly configured.
- **Test your data recovery plans.** Work with your team to test a data recovery event so that you can be confident that your data can be recovered quickly.
- **Recover protected data in the event of a ransomware event.** Assist with and accelerate data recovery all the way through volume and/or file restoration and data recovery testing.



[Contact Us](#)

About NetApp

NetApp is the intelligent data infrastructure company combining unified data storage, integrated data services, and CloudOps solutions to turn a world of disruption into opportunity for every customer. NetApp creates silo-free infrastructure, then harnesses observability and AI, to enable the best data management. As the only enterprise-grade storage service natively embedded in the world's biggest clouds, our data storage delivers seamless flexibility and our data services create a data advantage through superior cyber-resilience, governance, and applications agility. Our CloudOps solutions provide continuous optimization of performance and efficiency through observability and AI. No matter the data type, workload or environment, transform your data infrastructure to realize your business possibilities with NetApp. www.netapp.com

