

Customer FAQ: Introducing Commvault® Cloud, powered by Metallic® AI

Revolutionizing data security and cyber resilience in the hybrid world.

GENERAL

1 What is Commvault announcing?

We are relaunching Commvault to the world! Our industry (and our company) is at a critical inflection point. We are merging Commvault and Metallic to become one company, brand, and offering on a unified platform built from the ground up to tackle cyber resiliency in the hybrid world. This relaunch will enable us to resonate with Security and IT buyers and challenge the industry by transcending the category.

2 What will the new platform be called?

The new platform will be called Commvault® Cloud, powered by Metallic® AI. This is the industry's first platform for true cloud data security.

3 What is Commvault Cloud?

Commvault is focused on enabling cyber resilience for the hybrid world. We do this with Commvault Cloud®, powered by Metallic® AI. Commvault Cloud is the only cyber resilience platform built to meet the demands of the hybrid enterprise at the lowest TCO (total cost of ownership). It empowers businesses to secure data, anticipate risks, minimize damage, and rapidly recover — in the face of any threat.

4 What is Metallic AI?

While our Metallic backup offerings will be combined into the Commvault Cloud, Metallic AI will serve as the engine behind the platform. From automation and machine learning to generative AI, Metallic AI brings greater performance and efficiency to every aspect of the Commvault Cloud. Metallic AI will also be a powerful integration layer for ecosystem partners, enabling developers to create robust, innovative new services that continuously optimize Commvault Cloud and deliver greater value.

5 Why now?

Ransomware is on the rise and is more pervasive and autonomous than ever. It thrives in the hybrid world where data grows exponentially and is distributed across clouds, regions, and apps. Unifying Commvault® and Metallic® technologies in a single platform unlocks new innovations that benefit how you secure and recover hybrid cloud data against emerging data loss threats.

6 Is Commvault Cloud one platform?

Yes, Commvault Cloud is one platform. A platform is a foundation or framework that provides infrastructure, tools, and services that enable developers or users to build or interact with various applications and services. Further, platforms act as intermediaries between applications, leverage an ecosystem, offer APIs, are built for modularity, and generate value, enabling third parties to create new services within the platform ecosystem. These properties are consistent with Commvault Cloud's initial introduction and our long-term product roadmap.

7 Is Commvault still software?

Including “cloud” in our platform name means we moved to a cloud-native architecture, a more modern approach our customers expect. Just because we are in the cloud (or controlling things through a cloud-based interface) does not mean we aren’t offering software against use cases that require it.

8 What is happening with Metallic?

Metallic is becoming part of the Commvault Cloud. By merging Metallic and Commvault technologies into one platform, we will deliver a modern experience that advances how our customers protect their data — with even more flexibility of choice. For more details, check out the Metallic section.

9 Isn’t this the same old Commvault software spun as a new platform?

Commvault has been evolving our core technology for years — more than 70% of the technology is newer, and Metallic is young and constantly evolving. Metallic AI is the engine that drives Commvault Cloud. It is an intelligent management and control layer that predicts threats faster, ensures cleaner recoveries, accelerates response times, and dramatically lowers TCO. Metallic AI leverages a powerful mix of AI, ML, and automation to deliver the industry’s most advanced data protection intelligence.

10 Are we just jumping on the security and AI bandwagon?

No. Commvault has long integrated security, artificial intelligence, machine learning, and automation capabilities into our offerings. We’ve been using automation and other tools to bolster the portfolio for some time, so this is a natural evolution of our capabilities.

11 How are we using AI and ML to enhance the customer experience?

AI is a broad term, including various automation and machine learning forms. Commvault’s artificial intelligence is defined as our layer that mixes AI, ML, Natural Language Processing (NLP), heuristics, and automation, designed to find threats quickly, speed cyber recovery, drive operational efficiencies, and improve TCO of protecting hybrid cloud workloads. These capabilities are found:

- Backup & Recovery
- Auto Recovery
- Risk Analysis
- Threat Scan
- Compliance
- HyperScale X
- Air Gap Protect
- Threatwise

12 Will everything Commvault announces be available to customers on November 8?

The announcement on November 8 will include merging Commvault and Metallic to create a new company identity, one brand, and one offering on a unified platform with new capabilities. Most of the capabilities announced will be demonstrable and in demo format on November 8. Tech preview will be available in December 2023, and the software will be generally available in early 2024.

SECURITY

1 Is Commvault a security company now?

No, we are not repositioning ourselves to be a security company. We focus on cyber resiliency to protect against tomorrow's evolving threats — reducing risk and ultimately controlling costs. We do this through our four platform services: Early Warning, Risk Governance, Readiness & Response, and Cyber Recovery.

2 What does Commvault mean by cyber resilience?

Cyber resilience is the ability of an organization to withstand and recover from cyberattacks. This includes protecting data, detecting and responding to threats, and recovering quickly from disruptions. Data protection is a subset of cyber resilience. It is essential to protect data from unauthorized access, use, disclosure, disruption, modification, or destruction, but it is not enough to protect data. Organizations must also be able to detect and respond to cyberattacks and recover quickly from disruptions.

3 How does this differ from what other "security" oriented competitors are selling?

Unlike other offerings like Rubrik that rely on expensive and slow appliance-based architectures, only Commvault Cloud delivers true data security in the cloud, enabling customers to see, manage, and recover data wherever it lives — with cloud simplicity, intelligence, and speed & scale.

METALLIC

1 What is happening to Metallic? Are we getting rid of Metallic?

The innovative technology that defined Metallic will serve as the engine behind Commvault Cloud. "Metallic AI" represents the evolution of Metallic, infused with AI capabilities — from automation and machine learning to artificial intelligence — to bring greater performance and efficiency to every aspect of modern data security.

2 What must I know about my solution if I'm a Metallic customer?

The power of a SaaS solution means that the same solution your business relies on daily will remain without interruption. A managed, supported migration from the Metallic service to Commvault Cloud will be as simple as any other SaaS-based product update.

3 How does this Commvault Cloud announcement impact Metallic ThreatWise?

One year ago, Commvault purchased the ThreatWise technology (formerly DeceptionGrid) and launched it under our Metallic data protection portfolio. ThreatWise will join the rest of the Metallic service catalog as it becomes part of our new Commvault Cloud cyber resilience platform.

COMPETITIVELY SPEAKING

1 What standout features is Commvault introducing?

By re-architecting the platform and using Metallic AI, we have developed innovative AI-driven capabilities, including AI-driven threat prediction and Threat Scan Predict, which finds polymorphic AI-driven attacks to predict threats. Commvault Cloud also includes the category's only generative AI assistant to empower customers to achieve powerful results with plain language. New-gen AI capabilities include Code Assist to generate API code and workflows, Safe Search & Share, which ensures data is safe to share in data lakes, and Active Insight, which creates real-time analysis and report summaries.

2 Why is Hyperconverged Infrastructure (HCI) a sub-optimal approach? Is HCI dead?

Hyperconverged infrastructure has been around since the mid-2000s. It has aimed to solve the need for expensive SAN storage by leveraging commodity hardware with special software to provide similar performance and easier management.

Unfortunately, the benefits of HCI with commodity hardware led to scalability issues when additional performance is needed. In the case of vendors like Rubrik and Cohesity, customers must purchase additional expensive nodes for their clusters. This is a costly and lengthy process for on-prem. In the cloud, where they have no hardware, customers must stand up equally expensive EC2 workloads (or similar) to run their proprietary software and file system.

To learn more, visit commvault.com