

SaaS Offboarding Service for Commvault Cloud

Designed for Active Resilience – Recovery is the Goal

HIGHLIGHTS

- **Preserve access to your backup data after SaaS exit** – Maintain ownership and accessibility of backup data when transitioning away from Commvault Cloud SaaS.
- **Structured, compliant exit process** – Follow a secure and predictable offboarding approach designed to support governance and compliance requirements.
- **Restore-ready environment** – Receive a restore only Commvault Cloud environment checked through recovery testing.
- **Expert-led execution** – Rely on Commvault specialists to manage data separation, environment setup, and handover.

OFFERING SUMMARY

The SaaS Offboarding Service for Commvault Cloud provides a controlled and secure method for customers exiting Commvault Cloud SaaS to retain their backup data and restore capabilities beyond subscription termination.

Commvault experts guide customers through a structured offboarding process that separates customer data, transfers ownership of cloud storage, and deploys a restore only Commvault Cloud environment. The service enables customers to continue accessing and restoring historical backups without maintaining the full SaaS platform.

This service is ideal for organizations that require a compliant exit strategy, extended data access, or operational continuity following the conclusion of a SaaS subscription.

CUSTOMER OUTCOMES

- Continued access to historical backup data after SaaS subscription end
- Secure transfer of data ownership and isolation from the former SaaS environment
- Verified restore capability through executed recovery testing
- Reduced risk and uncertainty during SaaS exit
- Clear operational separation and service handover

KEY COMPONENTS AND BENEFITS

Component	Description and Benefits
Offboarding Planning & Kickoff	Establishes scope, timelines, and responsibilities to enable a coordinated and transparent exit process.
Customer Data Isolation	Identifies and separates customer-specific storage and metadata to support clean data ownership transfer.
Data Export & Transfer	Transfers customer backup data to a customer controlled cloud storage environment.
Restore Only Environment Build	Deploys a dedicated Commvault Cloud restore only environment connected to the customer's data.
Validation & Recovery Testing	Executes restore tests across selected workloads to confirm access and recovery readiness.
Handover & Knowledge Transfer	Completes final transition with documentation review and operational handoff to customer teams.

The SaaS Offboarding Service for Commvault Cloud provides customers with confidence, control, and continuity when transitioning away from SaaS – allowing backup data to remain accessible and usable after exit.

WHAT IS ACTIVE RESILIENCE?

Active Resilience is the ability to confidently answer two critical questions:

- Are you protected?
- Can you recover?

Commvault Services helps you answer **YES** to both - not just at go live, but consistently over time. This confidence is built by helping you achieve capability, not dependency.

Through structured knowledge transfer, clear and reusable document deliverables, and witness testing that supports recovery outcomes, your teams can gain the skills, evidence, and operational readiness required to recover. Protection enables resilience, but **recovery is the goal** - and Active Resilience enables you to be able to achieve it when it matters most.

To learn more, visit commvault.com