

# The Not-So-Silver Lining of Cloud Service Providers' Tools

2022 Research Report on Securing Your Enterprise in a Multi-Cloud Environment

GLOBAL OUTLOOK

Exploring the layers of cloud operations and the gaps CSP tools create in enterprise data visibility and security.

## How much are enterprises using CSP backup and recovery tools?

99%

99% of respondents said they use CSP backup and recovery tools to some degree



48% use these tools "all of the time"  
46% use them "most of the time"



Smaller companies use these tools slightly more - 51% of those companies with fewer than 5,000 employees use them all of the time, compared to 41% of those with 5,000 or more employees

## Why do companies use CSP backup and recovery tools?



Cost-Effective



Easy to Use



24/7 Support Available

## How much is IT complexity increasing from digital transformation and migration to the cloud?

96%

96% of respondents said some improvements are needed to track their organizations' entire data footprint



59% of respondents said they have "complete visibility" into data stored within cloud environments

## To what extent do enterprises understand their cloud data protection responsibilities?

94%

of respondents do NOT understand their cloud data protection responsibilities

"The CSP protects the infrastructure only; the customer is responsible for protecting their applications, and data."

Just 6% of respondents identified the correct statement above, based on their understanding of the cloud shared responsibility model.

## What are the consequences of using CSP backup and recovery tools?



89%

experienced a ransomware attack on data they hold within cloud environments



53%

have lost data as a result of using CSP backup tools

Top impacts organizations have experienced as a result of a ransomware attack on cloud-based data:

41%

Exposure of Sensitive Data

39%

Financial Losses From Data Recovery

39%

Organizational Downtime

36%

Permanent/Temporary Loss of Data

## How aware are IT leaders of the dangers of using CSP backup and recovery offerings?



The current offering from public service cloud providers fall short of my organization's security need."

76%

respondents agree

64%

of respondents said they agree that relying solely on CSP tools puts their organization at risk

## In what ways are enterprises ensuring data protection and disaster recovery?



Just 11% of respondents said their organization performs backup of its data continuously

46% backup their data less frequently than every 12 hours

In the past 2 years, organizations have experienced the following, which have resulted in downtime:

27%

Natural Disaster

43%

Hardware or Software Outage

40%

Cloud Provider Outage

Organizations can mitigate the effects of ransomware, outages, natural disasters, and other checkpoints if they have visibility into:

- Reliance on CSP data protection offerings
- Business-critical data in the cloud
- Protective measures in place for data and applications
- Security, performance and cost advantages with a robust, holistic solution

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