



# FIS DATA RESTORE

A Sheltered Harbor® Solution

**The safety and security of our clients is our top priority. Let us help you put a plan in place to thwart ransomware.**

Today's cyber adversaries aim not only to steal data for financial gain, but also to destroy data to inflict economic harm against an institution, industry or country. Cyberthreats are unpredictable, ever-changing and evolving to include political motivations, sometimes by highly sophisticated state actors.

A paralyzing attack that prevents customers from accessing their accounts could not only shut down an institution, it could also cause panic that affects the entire financial system. The Sheltered Harbor® initiative is designed to prevent this from happening by ensuring that critical deposit and brokerage records are stored in a manner that's resistant to a cyberattack. This means services would be available even if the institution were compromised.

**Cybersecurity and ransomware threats are the #1 risk concern for bank executives and directors**

**\$10.5 trillion**

Estimated cost of cybercrime for the world by 2025, growing at 15% YoY

**\$21.2 million**

Average cost of cyberattack per U.S. company

**600%**

Increase in cybercrime as a result of the COVID-19 pandemic

**Every 11 seconds**

How often businesses fell victim to a ransomware attack in 2021, up from 40 seconds in 2016



## Participation

FIS® can assist with enrollment in Sheltered Harbor via our streamlined process, at no additional cost. FIS will secure the Sheltered Harbor files in an immutable vault for institutions who subscribe to the FIS Data Restore service.

Sheltered Harbor is a globally recognized set of standards and best practices for any operational and cybersecurity resilience strategy. It's an industry-funded initiative comprised of financial institutions, core service providers, national trade associations, alliance partners and solution providers. Currently open to any U.S. financial institutions, it already has a critical mass of industry adoption. As of September 2021, participants hold ~70% of U.S. deposit accounts and ~70% of U.S. retail brokerage client assets. Clients can feel confident in telling their regulators and customers that they're prepared for a destructive cyber event.

## Regulatory implications

The FFIEC Business Continuity Management (BCM) Handbook states: "BCM should include the ability to protect offline data backups from destructive malware or other threats that may corrupt production and online backup versions of data. An example of an industry initiative to assist in addressing the resilience of customer account information is Sheltered Harbor." Sheltered Harbor is an ideal solution for this preparation, as it was created by the industry for the industry. Participation demonstrates a proactive approach in planning both a mitigation strategy and response to destructive cybersecurity events.

**In a joint statement from the OCC and FDIC on January 16th, 2020: "Consider whether backup and restoration practices are consistent with industry standards and frameworks, such as Sheltered Harbor."**



**Sheltered Harbor** participants adopt a robust set of prescribed safeguards and controls, which are independently audited for compliance with the Sheltered Harbor standard.

FIS is the first service provider officially certified for Sheltered Harbor Data Protection. Upon completing all requirements, your organization will be awarded a Sheltered Harbor certification and accompanying seal, confirming that your data is protected.



## Solution features

### Sheltered Harbor membership

FIS will streamline your onboarding process and register your membership with Sheltered Harbor. You will receive credentials to access the portal where you'll gain access to community forums, resiliency plan guides, resources and more.

### Data security

At the end of each business day, critical deposit account and customer information is validated, encrypted and secured in an air-gapped vault that is resistant to a cyberattack.

### Data resiliency

FIS maintains online and offline infrastructure that will allow us to recover your data from the vault if a triggering event were to occur. Once recovered and validated, the data is delivered securely in a format that would allow you to identify and authenticate your customers and provide them assurance that their account information has survived the event.



### FIS Data Restore client dashboard:

- Web-based application provides oversight of daily Sheltered Harbor file backup process
- Email alert notifications for backup failures
- Troubleshooting performed by FIS and actions logged
- Ability to generate historical reports of backup results for audits and exams



## How does FIS Data Restore work?

FIS Data Restore, a Sheltered Harbor solution, captures critical customer deposit information to ensure consumer confidence in the financial institution and peace of mind that their deposit balances are safe.



**1.** FIS extracts a bank's end customer deposit account data out of the core at the end of each day.



**2.** FIS validates, compresses and encrypts the data into a Sheltered Harbor standardized format onto a tape.



**3.** The tape with the data is then transported, stored and locked in a physical, offline data vault.



**4.** If a data destruction event occurs, the tape from the previous data is retrieved and FIS can decrypt, validate and recover the files.



**5.** The files are then sent to the client for internal recovery.

## Contact us

For more information on FIS Data Restore, a Sheltered Harbor solution, please contact [MRS\\_Sales@fisglobal.com](mailto:MRS_Sales@fisglobal.com).

## About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.



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PAYS, BANKS AND INVESTS™**