

DruAI: Agentic Workflows for the Druva Resilience Cloud

Turn backup into intelligence, and intelligence into action. Dru is Druva's in-product AI experience that helps IT, Security, and Compliance teams ask questions in natural language, investigate threats, understand backup reliability, and simplify day-to-day data security workflows.

A Smarter Way to Manage & Secure Backup Data

Modern data security teams are overloaded: too many dashboards, too many alerts, and too little time to connect the dots. Backup contains a “goldmine” of metadata, including identity, permissions, activity, configuration, and change history, but it's often trapped behind manual filters, siloed reports, or custom ETL pipelines.

Dru brings that backup intelligence to the surface through a guided, conversational experience, so teams can understand what's happening, interpret signals, and decide what to do next without digging through logs or opening a ticket.

Dru MetaGraph + Agentic Framework

Dru is powered by Druva's secure backup intelligence foundation. Dru MetaGraph provides a connected, graph-powered view of backup metadata (permissions, identity, activity, configuration, events, and context).

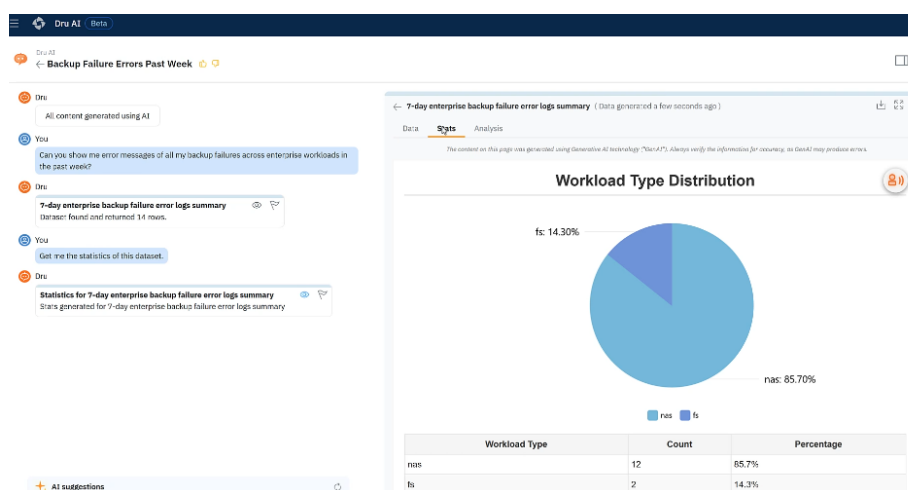
The agentic framework provides the building blocks for safe, enterprise-ready AI:

- Authentication and authorization aligned to existing roles and permissions
- Memory and orchestration for multi-agent workflows
- Interoperability to extend AI experiences across workflows

Together, these layers enable Dru to answer questions in real time and guide (or automate) the next best action, without requiring customers to move or expose sensitive data.

Key Benefits

- **Ask, Understand & Improve Backup Reliability:** Explore backup health, identify reliability risks, understand operational trends, and improve recovery readiness through natural-language conversations.
- **Troubleshoot with Guidance (In-Product Expertise):** Support guided troubleshooting and issue resolution, helping admins narrow from an environment-wide view to the root cause quickly.
- **Investigate Backup Threats:** Accelerate threat investigations inside your backup environment by translating security questions into targeted searches and clear findings.
- **Support that Scales (Dru Assist):** Dru Assist is Druva's AI-powered support experience, integrated in-product and available 24/7. It enables self-serve answers, guided troubleshooting, and seamless handoff to live support when needed.
- **From Insight to Action:** Druva is evolving Dru from a “copilot” to an agentic system with multiple collaborating agents that interpret intent, analyze signals, and help take meaningful action.



Let Dru Do It For You

1. Cyber Investigations

In plain language, kick off threat investigations, connect evidence, and produce clear summaries—without digging through raw logs.

Example prompts

- “Investigate unusual data activity over the last 48 hours and summarize what changed.”
- “Show suspicious admin activity (new keys, unusual access) and list impacted resources.”
- “Create an investigation summary I can share with my SOC team.”

What you get

- Targeted searches across backup telemetry and metadata
- Evidence-connected findings and clear narrative summaries
- Recommended follow-up actions for triage and escalation

2. Governance & Compliance

Surface hidden risks and resolve compliance issues in real time through natural-language questions and guided actions.

Example prompts

- “Which workloads are out of compliance with our retention policy—and why?”
- “Show me orphaned or stale backups that violate our lifecycle rules.”
- “Generate an audit-ready summary of compliance posture for the last quarter.”

The screenshot shows the Dru AI interface with a chat window on the left and a table of backup failure error logs on the right. The chat window shows a user asking for error messages and the AI responding with a summary. The table on the right is titled '7-day enterprise backup failure error logs summary' and contains 14 records.

Severity	Status	Workload Ty...	Target Type	Job End Time	Job Error Me...	Job Start Time
Critical	active	nas	job	2025-08-18...	Client Intern...	2025-08-18...
Critical	active	nas	job	2025-08-18...	Client Intern...	2025-08-18...
Critical	active	fs	job	2025-08-18...	Folders confi...	2025-08-18...
Critical	active	nas	job	2025-08-17...	Client Intern...	2025-08-17...
Critical	active	nas	job	2025-08-17...	Client Intern...	2025-08-17...
Critical	active	nas	job	2025-08-17...	Client Intern...	2025-08-17...
Critical	active	nas	job	2025-08-17...	Client Intern...	2025-08-17...
Critical	active	nas	job	2025-08-16...	Client Intern...	2025-08-16...
Critical	active	nas	job	2025-08-15...	Client Intern...	2025-08-15...
Critical	active	nas	job	2025-08-15...	Client Intern...	2025-08-15...
Critical	active	nas	job	2025-08-14...	Client Intern...	2025-08-14...
Critical	active	fs	job	2025-08-13...	Folders confi...	2025-08-13...

What you get

- Plain-language compliance queries (no rigid filters required)
- Guided remediation steps tied to the right policies and views
- Rapid reporting for governance and audit workflows

3. Insights, Diagnostics & Continuous Backup Reliability

Improve operational efficiency by moving from hunting for errors to understanding what issues matter most, why they occurred, and what action to take next. DruAI and Dru SRE Agent help teams correlate operational signals, prioritize reliability risks, and continuously improve backup reliability.

Example prompts

- “Which backup reliability issues require immediate attention, what caused them, and what should I fix first?”
- “Summarize the top three failure reasons over the last 30 days and show trends.”
- “What changed in my environment since last week that could explain these errors?”

What you get

- Interactive summaries and diagnostic insights
- Personalized, role-aware reporting formats
- Root-cause explanations and recommended next actions

4. Troubleshooting & Support

Intelligent, in-product assistance that anticipates needs and guides users to faster resolution—plus seamless escalation.

Example prompts

- “Help me resolve recurring Oracle backup failures—step by step.”
- “What’s the fastest path to restore this application, and what do I need to validate first?”
- “Escalate to support with a summary of what we tried and relevant context.”

What you get

- Instant answers for setup, configuration, and troubleshooting
- Contextual, guided in-product workflows
- Seamless handoff to expert support with shared context when needed

Delivering Agentic Resilience with DruAI

Agentic Memory

Dru now has memory that stores, summarizes, recalls, and intelligently uses information over time.

- **Cognitive continuity:** Maintains short-term session context and structured long-term organizational knowledge
- **Semantic learning:** Learns your organization’s unique lexicon (based on metadata) without manual mapping

Personalized Intelligence

Dru adapts to each user’s role, habits, and preferences, without compromising permissions or privacy.

- **Role-based intelligence:** Remembers whether you’re an IT admin, SOC analyst, or compliance officer
- **User preference recognition:** Learns preferred reporting formats and areas of focus
- **Accelerated workflows:** Removes “blank page syndrome” with context-aware starter prompts and directed flows

Deep Analysis Agents

Long-running agents that break down complex problems, coordinate tools, and return comprehensive answers, not just single responses.

- **Multi-step investigation and reasoning:** Agents work through complex problems over time
- **“Notify Me” workflows:** Trigger a deep analysis and receive a synthesized report via email when complete

Dru SRE Agent

Inspired by modern Site Reliability Engineering (SRE) principles, the Dru SRE Agent extends DruAI with AI-powered reliability engineering, helping administrators move from backup monitoring to continuous backup reliability.

- **Identifies operational issues, protection gaps, and emerging risks** before they impact recovery readiness.
- **Correlates operational signals** to explain root causes and prioritize reliability risks.
- **Recommends corrective actions** that continuously improve backup reliability.
- **Guides administrators** through investigation and resolution directly within the Druva workflow.

Enhanced Troubleshooting with Image-Based Assistance

Dru is expanding multimodal interaction (images, text, and voice).

- **Upload screenshots** of errors or system behavior
- **Dru analyzes the image context** and provides guided steps to resolve the issue

External Context and Intelligence

Planned enhancements enable Dru to incorporate relevant external signals to improve troubleshooting and decision-making.

- **Correlate spikes in backup failures** with regional cloud service disruptions
- **Recognize patterns** consistent with ransomware-style behavior targeting specific workloads

Use Cases

IT Operations

- **Faster troubleshooting:** Identify recurring failure patterns and root causes quickly
- **Operational briefings:** Proactive guidance on app disconnects and end-of-life events tailored to your environment
- **Configuration assistance:** Navigate complex workflows with guided, contextual recommendations

Security & SecOps

- **Threat investigations in backup:** Identify suspicious activity, unusual data patterns, and at-risk resources
- **Faster triage:** Turn telemetry and metadata into clear explanations of what changed and what's impacted
- **Forensic deep dives:** Trigger deep analysis for complex incidents and receive a consolidated report

Compliance & Governance

- **Plain-language compliance queries:** Ask for "GDPR violations" or "ISO compliance" without rigid tag matching
- **Rapid reporting:** Distill complex metadata into clear, defensible summaries
- **Lifecycle visibility:** Identify stale, orphaned, or non-compliant data patterns and take action

Security, Privacy & Trust by Design

Dru is built for enterprise security and privacy from day one.

- **Zero-trust aligned:** Leverages existing Druva permissioning and access controls
- **Tenant isolation and encryption:** Designed to operate within customer boundaries
- **Metadata-first intelligence:** Focuses on backup metadata and telemetry to derive context and insights
- **Private, controlled AI:** Designed to deliver accurate, context-aware guidance without exposing sensitive data

Visit druva.com/use-cases/ai for more information. Product documentation is available within the DruAI console.

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Druva is the leading provider of data security solutions, empowering customers to secure and recover their data from all threats. The Druva Data Security Cloud is a fully managed SaaS solution offering air-gapped and immutable data protection across cloud, on-premises, and edge environments. By centralizing data protection, Druva enhances traditional security measures and enables faster incident response, effective cyber remediation, and robust data governance. Trusted by nearly 7,500 customers, including 75 of the Fortune 500, Druva safeguards business data in an increasingly interconnected world. Visit druva.com and follow us on [LinkedIn](#), [X \(formerly Twitter\)](#), and [Facebook](#).