Ontrack® Data Recovery

The Critical Need for Data Recovery

The amount of electronic data stored by businesses, organizations and home computer users has increased exponentially over the past few years. Information once stored in paper file folders is now largely stored within hard drives, servers and backup systems, which are capable of holding massive amounts of information.

Unfortunately, storage systems fail, files can be accidentally (or purposely) deleted and other disastrous situations causing widespread data loss can occur. Fortunately, data can be recovered from devices that sustain even the most extreme levels of mechanical failure and physical damage.

Through its Ontrack® Data Recovery services, Kroll Ontrack has the expertise and capacity to deliver fast, world-class data recovery to clients worldwide.

For more than 20 years, Kroll Ontrack has pioneered and consistently innovated the processes, tools and expertise needed to recover inaccessible data. More people have trusted Ontrack Data Recovery services to solve their data loss "disasters" than any other service provider worldwide.

Earning this level of trust has required years of demonstrated success. From high-profile data recovery cases that followed disasters such as the September 11 terrorist attacks, the Space Shuttle Columbia disaster, Hurricane Katrina, the Asian tsunami and the Chinese earthquakes—to more common data loss scenarios like hard drive and server crashes—Ontrack Data Recovery specialists have worked to provide solutions that fit each client's unique needs.

What can Ontrack Data Recovery services do for you?

» **Recover** data from virtually any type of data storage device—from hard drives and flash drives to servers and virtual systems

» **Minimize** downtime through fast turnaround times, emergency service options and the industry's only lab-quality remote data recovery service

» **Report** all recoverable files and the condition of each file before you pay recovery fees

» **Track** the progress of your recovery online through our Data Recovery Job Tracker

» **Protect** your valuable data from unauthorized access through award-winning security protocols

Kroll Ontrack®

An Altegrity Company

Technology You Need

Ontrack Data Recovery engineers are able to recover lost or corrupted data from virtually ANY operating system or storage device using hundreds of proprietary tools and techniques.

Through continued investment in R&D and long-standing relationships with leading data storage manufacturers, Kroll Ontrack is able to stay ahead of the curve to guarantee that its solutions are compatible with the latest storage media.
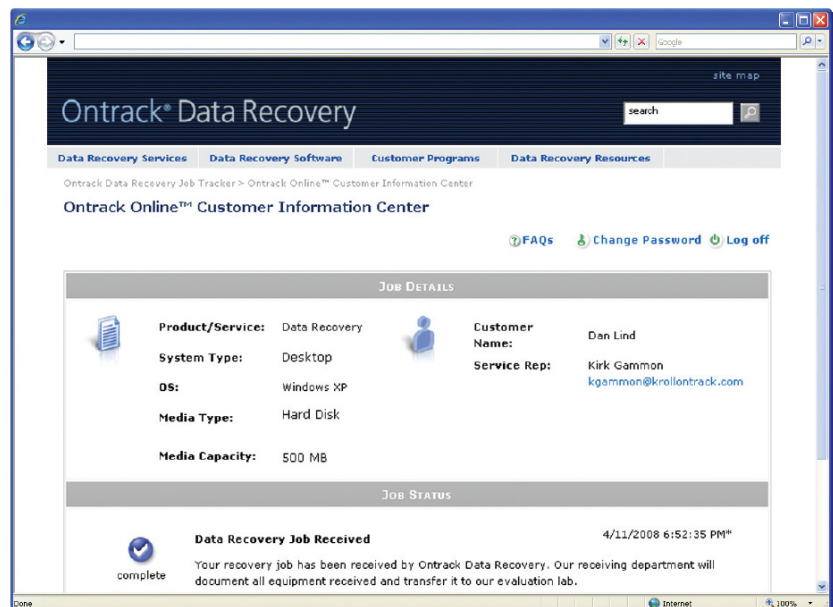
Committing to continuous innovation allows our experts to provide data recovery services that other providers cannot match. Kroll Ontrack developers were the first to provide data recovery on VMware® virtual systems and have the ability to customize recovery tools for proprietary systems and databases.

Service You Trust

Utilizing the industry's largest team of highly knowledgeable data recovery specialists, Kroll Ontrack provides world-class support before, during and after the data recovery process. With more global facilities than any other service provider, Kroll Ontrack is uniquely equipped to handle any type of data recovery job.

> "Having the right data at the right time is critical to patient care... AHA Solutions selected Kroll Ontrack's data recovery services for their extensive technological experience, capacity to quickly perform large-scale and emergency data recovery jobs and exceptional customer service."
>
> Tim Steffl
> *Vice President*
> *Corporate Development*
> American Hospital Association
> (AHA Solutions)

The Ontrack Data Recovery Online Job Tracker allows clients to track the progress of their data recovery job from start to finish in real-time.

Your computer systems operate on a 24/7/365 basis. Our experts do the same—available to address critical data recovery needs anytime and anywhere. You can select the recovery method that offers the fastest, most cost-effective path to restoring normal operations.

Using Ontrack Verifile data reports, clients discover exactly which files can be recovered before committing to recovery fees. Customers may also access the Ontrack Data Recovery Online Job Tracker, which provides real-time updates on the status of a recovery job. These tools provide a key advantage over other data recovery services, as other services rarely provide this level of transparency into their clients' recovery results.

Security You Depend On

Regulations such as HIPAA and Sarbanes-Oxley are vital concerns for compliance directors and data security managers. Kroll Ontrack takes customer privacy and data security very seriously and has designed procedures to ensure your critical data is protected at every step of the recovery. Kroll Ontrack is the only data recovery provider to be recognized by the U.S. Department of Defense through its James S. Cogswell Award for outstanding industrial security.
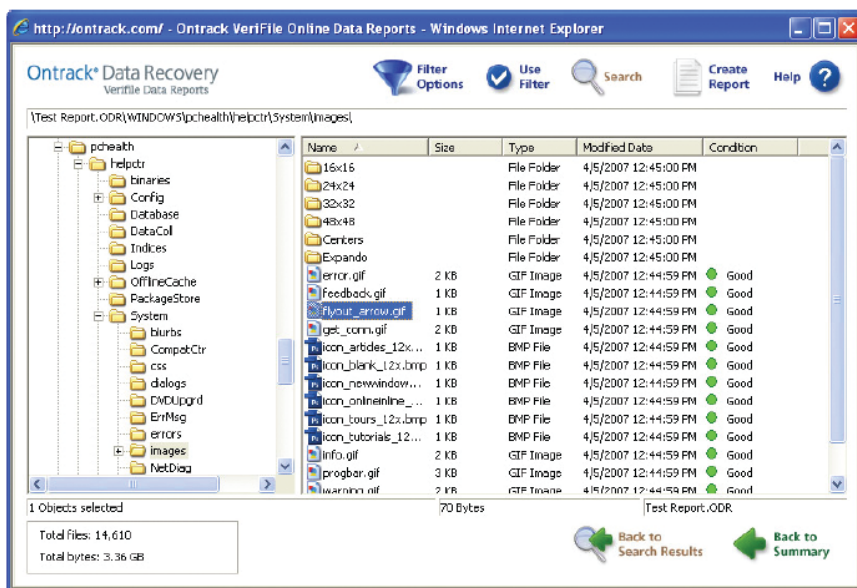
Many of our customers utilize encryption technology to protect their data from falling into the wrong hands. While encryption adds some complexity to data recovery, Ontrack Data Recovery experts are trained and equipped to recover your encrypted data.

"We lost a RAID 5 drive on one of our main graphics systems. Because we had no current backup of the work that was on the drives, we were faced with the possibility of losing customer confidence because of tight deadlines. [Kroll] Ontrack was a dream to work with and very responsive to all of my needs. Of the 256 gigs recovered, over 99% were good files. If we had to redo the current work on the drives, our cost would've been upwards of $100,000."
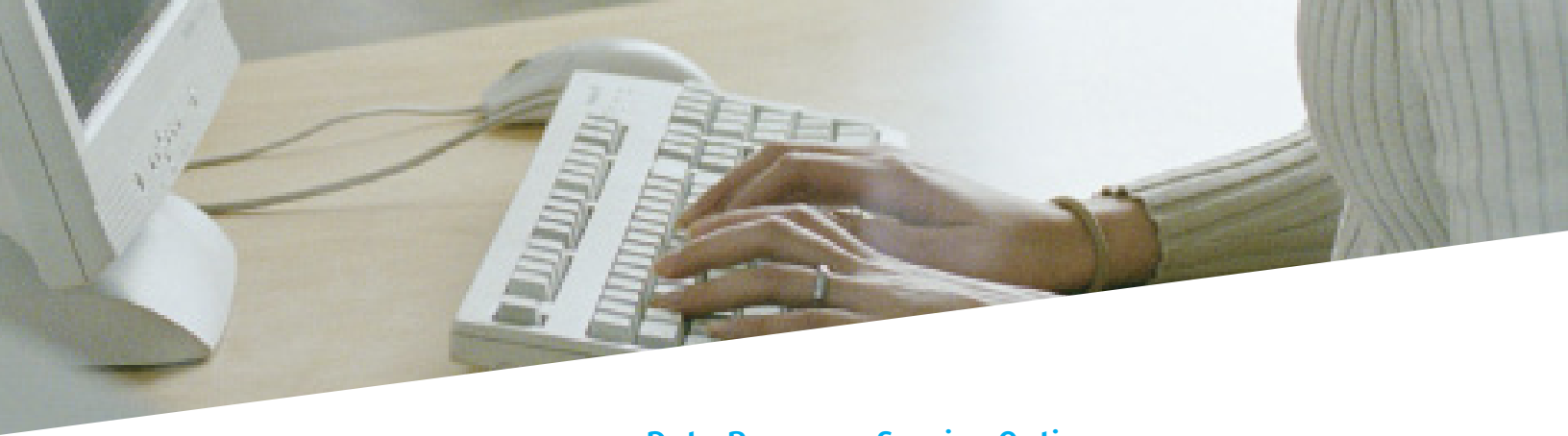
Roy Davidson
Davidson & Company

"Today, very few companies offer both first class customer service and products. [Kroll] Ontrack recovered all of the data from a damaged drive I sent them and it was done in a timely manner with excellent communication throughout the whole process."

Burt Boudreaux
Kraft Foods

Using Verifile Data Reports, clients can see exactly which of their files are recoverable before committing to data recovery fees.

Data Recovery Service Options

Remote Services
Data recovery performed remotely through a secure modem or Internet connection.

In-Lab Services
Data recovery performed in a secure cleanroom laboratory—designed for opening hard drives and other devices without risk of contamination.

On-Site Services
Data recovery services performed at your location by Ontrack Data Recovery engineers for the most critical and sensitive data loss situations.

Custom Solutions
For your proprietary systems, our R&D team will work with your developers or IT staff to create customized recovery tools to extract your lost data.

Customer Programs

Corporate Advantage Program
A free program offering businesses discounts, accelerated recovery service and simplified procurement.

Service Partner/Reseller Program
IT service providers can offer world-class data recovery services to their customers through our Service Partner Program.

Do-It-Yourself Recovery Tools

Ontrack EasyRecovery Software
This software is one of the leading do-it-yourself tools for recovering lost, deleted or inaccessible files from a functioning hard drive. A simple, intuitive interface and hundreds of supported file types make Ontrack EasyRecovery a useful and cost-effective option for retrieving lost data.

About Kroll Ontrack

Kroll Ontrack provides technology-driven services and software to help recover, search, analyze and produce data efficiently and cost-effectively.

In addition to its award-winning suite of software, Kroll Ontrack provides data recovery, electronic discovery, data erasing and computer forensics services. Kroll Ontrack is a technology services division of Kroll Inc., the global risk consulting company.

Kroll Ontrack.

For more information, call or visit us online.
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www.ontrackpowercontrols.com