



Ontrack® Data Recovery Quick Reference Guide

Through its Ontrack Data Recovery services, Kroll Ontrack offers industry-leading solutions to recover data from virtually any type of data storage device. Utilizing a suite of proprietary recovery tools and the largest, most experienced data recovery engineering team in the world, Kroll Ontrack is uniquely equipped to solve even the most extreme data loss scenario.

Ontrack Data Recovery offers:

- » Free consultation and 24/7/365 customer service
- » Recovery for virtually any system including servers, RAID and VMware®
- » Remote, on-site or cleanroom lab services
- » Complete listing of recoverable files provided before you pay
- » Online tracking of your recovery
- » Locations in more than 20 countries worldwide

What to do if you suspect data loss:

- » Turn off computer immediately – further operation may damage data beyond repair
- » Do not attempt to operate any visibly damaged devices
- » Do not shake, disassemble or attempt to clean any hard drive or server that has been damaged
- » Do not dry out water-damaged drives or equipment
- » If computer is fire damaged, do not try to remove the hard drive – ship entire computer for recovery
- » Restore backups to a different volume – do not restore to the volume that experienced the data loss
- » If there is a RAID problem, test the backup by restoring it to a different location or image each drive from the RAID before attempting a rebuild



Data Recovery Service Options

Remote Services

Data recovery performed remotely through an Internet connection. This service performs lab-quality recovery right on your server, laptop or desktop bringing the data back online in a fraction of the time it takes to restore from a backup. Remote Services are available when hardware is functioning normally.

In-Lab Services

Data recovery performed in a secure cleanroom and lab designed for opening hard drives and other devices without risk of contamination. In-lab services are offered in any situation in which the hardware is physically failing or damaged.

On-Site Services

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

Custom Solutions

Data recovery for your proprietary and/or highly complex systems. Our R&D team works with your developers or IT staff to create customized recovery tools to extract your lost data.



For more information, visit us online.
www.ontrackdatarecovery.com.au
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