



## Ontrack Data Recovery Services

### Data recovery service options

#### In-Lab Services

Data recovery that is performed by experienced Ontrack<sup>®</sup> data recovery engineers using our proprietary technology in a secure lab environment. This service is designed for storage media and platforms that have suffered from physical hardware failures, logical software, or inadvertent human error.

#### Remote Data Recovery™ (RDR) Services

Data recovery that is performed remotely via our proprietary technology through a secure, encrypted internet connection to the client's system. This service provides a lab-quality recovery on your server or enterprise storage without the need to ship the media to our lab. RDR Services are available when hardware is functioning normally. This service allows the Ontrack team to bring the data back online in a fraction of the time it takes to restore from a backup or recreate.

#### On-Site Services

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

#### Custom Solutions

Data recovery for your proprietary and/or highly complex systems. Ontrack has an R&D team on staff to assist our engineering teams with developing customer solutions for the most difficult data recovery challenges.

Ontrack<sup>®</sup> data recovery services offer industry leading solutions to recover data from virtually any type of data storage device.

Utilising a suite of proprietary recovery tools and the most experienced data recovery engineering team in the world, our services are uniquely equipped to solve even the most extreme data loss scenario.

Benefit	Standard Service	Priority Service	Emergency Service
World's leading recovery service	●	●	●
Free consultation	●	●	●
Dedicated Data Services Representative support	●	●	●
Full file listing report available	●	●	●
Class 100 Cleanrooms	●	●	●
Security cleared engineers	●	●	●
Expedited service		●	●
24-hour, 7-days a week until the job is completed			●

This guide outlines an extensive list of technologies that our world class engineering team can service for data recovery. In addition to offering data recovery services on these listed items, our in-house research and development team has the expertise to develop customised recovery tools and methods for less commonly used and/or proprietary systems and databases.

Storage Manufacturers	Databases	Operating Systems
3PAR® Compellent DataCore™ Dell® Drobo™ EMC® Equallogic® Hitachi® (HDS) HP® IBM® Infotrend® Intel® Isilon® NetApp™ NexSAN® Oracle®/Sun®	FileMaker® Interbase® Lotus® Notes Microsoft® Exchange Microsoft® SharePoint® Microsoft® SQL Oracle® Paradox® Sybase® Visual FoxPro DBF	BSD HP® UX IBM® AIX® Linux® Macintosh® Microsoft® Windows® NetWare® Sun® Solaris™ UNIX™ VAX / VMS VMware® Microsoft® Hyper-V™ Citrix® XenServer®
Optical Media	Electronic Media	Magnetic Media
CD-R / CD-RW DVD-R / DVD+R DVD-ROM DVD-RW / DVD+RW Magneto-Opticals (various formats)	CompactFlash Memory Stick PC Cards (PCMCIA) SD Media SmartMedia Solid-State Drives USB Flash Drives xD Media	RAID, SAN, NAS SCSI, IDE, ATA, SATA, SAS Jaz / Zip, removable media floppy diskettes all tape media
Tape Media		
LTO (all capacities) QIC / ¼" Mini-QIC / Travan 8mm 4mm DAT, DDS, DDS2, DDS3, DDS4 CommVault®	DLT (all formats) AIT, AIT2, AIT3 3480/3490/3490E Ditto DEC TK 9-Track	SuperDLT StorageTek® 9840, 9940 series ADR VXA Exabyte 8mm 8200/9500/9700, Mammoth, M2 tape series
Data Encryption Types		
CheckPoint™ (Pointsec™) McAfee EndPoint Encryption (Safeboot™) BitLocker™	Sophos SafeGuard Easy™ PC Guardian™ Credent® Mobile	Symantec™ PGP Windows EFS TrueCrypt™

Don't see your system or media?  
 Contact an Ontrack Data Recovery Specialist today!