



## Our Data Recovery Capabilities

Data recovery service options for your customers.

### In-Lab Services

Data recovery performed by security cleared Ontrack<sup>®</sup> Data Recovery engineers – this service is designed for storage media and platforms that have suffered from both physical hardware and logical software failures.

### Remote Data Recovery™ (RDR) Services

Data recovery performed remotely through an internet connection. This service performs lab-quality recovery right on your customers' server, laptop or desktop bringing the data back online in a fraction of the time it takes to restore from a backup. RDR Services are available when hardware is functioning normally and a secure connection can be made to a client's system.

### On-Site Services

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

### Custom Solutions

Data recovery for your customers' proprietary and/or highly complex systems. Our Research & Development team create customised recovery tools to extract your customers' lost data.

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 engineers can service for data recovery. In addition to offering data recovery services on these listed items, our in-house Custom Solutions group has the expertise to develop customised recovery tools and methods for less commonly used and/or proprietary systems and databases. Contact an Ontrack Data Recovery specialist for more information on how we can help your customers.

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™