

Our data recovery capabilities.

ONTRACK® DATA RECOVERY SERVICES OFFER INDUSTRYLEADING 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.



Data recovery service options

In-Lab services

Data recovery performed by security cleared Ontrack® 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 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 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. Our R&D team works with your IT staff to create customised recovery tools to extract your lost data.

| Benefit | Standard service | Express service | Emergency service |
|---|------------------|-----------------|-------------------|
| World's leading recovery service | ✓ | ✓ | ✓ |
| Free consultation | ✓ | ✓ | ✓ |
| Dedicated Data Services Representative support | ✓ | ✓ | ✓ |
| File recovery report provided before you commit to recovery | ✓ | ✓ | ✓ |
| Class 100 Cleanrooms | ✓ | ✓ | ✓ |
| Security cleared engineers | ✓ | ✓ | ✓ |
| Expedited service | ✗ | ✓ | ✓ |
| Saturday 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.

| Storage manufacturers | Databases | Operating systems |
|--|--|--|
| <ul style="list-style-type: none"> ■ 3PAR® ■ Compellent ■ DataCore™ ■ Dell® ■ Drobo™ ■ EMC® ■ Equallogic® ■ Hitachi® (HDS) ■ HP® ■ IBM® ■ Infotrend® ■ Intel® ■ Isilon® ■ NetApp™ ■ NexSAN® ■ Oracle®/Sun® | <ul style="list-style-type: none"> ■ FileMaker® ■ Interbase® ■ Lotus® Notes ■ Microsoft® Exchange ■ Microsoft® SharePoint® ■ Microsoft® SQL ■ Oracle® ■ Paradox® ■ Sybase® ■ Visual FoxPro DBF | <ul style="list-style-type: none"> ■ 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 |
|---|---|---|
| <ul style="list-style-type: none"> ■ CD-R / CD-RW ■ DVD-R / DVD+R ■ DVD-ROM ■ DVD-RW / DVD+RW ■ Magneto-Opticals (various formats) | <ul style="list-style-type: none"> ■ CompactFlash ■ Memory Stick ■ PC Cards (PCMCIA) ■ SD Media ■ SmartMedia ■ Solid-State Drives ■ USB Flash Drives ■ xD Media | <ul style="list-style-type: none"> ■ RAID, SAN, NAS ■ SCSI, IDE, ATA, SATA, SAS ■ Jaz / Zip, removable media ■ Floppy diskettes ■ All tape media |

| Tape media | | |
|--|---|---|
| <ul style="list-style-type: none"> ■ LTO (all capacities) ■ QIC / 1/4" ■ Mini-QIC / Travan ■ 8mm ■ 4mm DAT, DDS, DDS2, DDS3, DDS4 ■ CommVault® | <ul style="list-style-type: none"> ■ DLT (all formats) ■ AIT, AIT2, AIT3 ■ 3480/3490/3490E ■ Ditto ■ DEC TK ■ 9-Track | <ul style="list-style-type: none"> ■ SuperDLT ■ StorageTek® 9840, 9940 series ■ ADR ■ VXA ■ Exabyte 8mm 8200/9500/9700, ■ Mammoth, M2 tape series |

| Data encryption types | | |
|---|---|--|
| <ul style="list-style-type: none"> ■ CheckPoint™ (Pointsec™) ■ McAfee EndPoint Encryption (Safeboot™) ■ BitLocker™ | <ul style="list-style-type: none"> ■ Sophos SafeGuard Easy™ ■ PC Guardian™ ■ Credent® Mobile | <ul style="list-style-type: none"> ■ Symantec™ PGP ■ Windows EFS ■ TrueCrypt™ |

CONTACT

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