



About your recovery process

When data is lost, discover what is recoverable quickly, easily and without commitment.

Free phone consultation - Our data recovery consultants will:

Assess your data loss to determine the best, most cost effective solution and pricing options

Provide a data recovery service method and service level options

Advise on next steps to take

Free in-lab media evaluation - Our data recovery evaluation team will:

Provide an expert inspection of your media or system within, on an average, 24 hours of the media arriving at our labs, or connected for our Remote Data Recovery service

Create a free analysis report detailing the specifics of your data recovery case

Propose recovery options with a fixed pricing quotation

Data recovery process - Our data recovery expert engineers will:

In-lab - Our data recovery expert engineers will:

Provide a detailed file listing prior to recovery for your approval

Overcome the physical problems with your media in order to image the raw data

Rebuild the RAID and file structures from the images and complete the diagnosis

Remote (RDR) - Our data recovery expert engineers will:

Provide a detailed file listing prior to recovery for your approval

Assess the logical structures

Overcome the logical issues and complete the diagnosis

Data return - Our post-recovery team will:

Return your data on an encrypted USB drive / extract the data to your preferred location (RDR)

Ship the data via next day courier

Liaise with you to ensure your data is successfully restored



* Provide an expert inspection of your media on an average 24 hours of the media arriving at our labs.

Why trust Kroll Ontrack with your critical data?

We are pioneers in data management. Kroll Ontrack performed the world's first data recovery in 1987.

We have an unrivalled investment in R&D to produce unique data recovery solutions to address any situation.

We have a global reach, a large range of proprietary tools and techniques, and 24/7/365 availability.

We are the most trusted name in data management - every year we perform 50,000 data recovery jobs globally.

We are security compliant. Twice awarded by the US Department of Defence for outstanding security participation.

Below is 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.

| Storage manufacturers | Operating systems | Databases |
|--|--|--|
| Typical data loss causes are: 3PAR® Compellent DataCore™ Dell® Drobo™ EMC® Equallogic® Hitachi® (HDS) HP® IBM® Infotrend® Intel® Isilon® NetApp™ NexSAN® Oracle®/Sun® | BSD HP® UX IBM® AIX® Linux® Macintosh® Microsoft® Windows® NetWare® Sun® Solaris™ UNIX™ VAX / VMS VMware® Microsoft® Hyper-V™ Citrix® XenServer® | FileMaker® Interbase® Lotus® Notes Microsoft® Exchange Microsoft® SharePoint® Microsoft® SQL Oracle® Paradox® Sybase® Visual FoxPro DBF |
| Data encryption types | Tape media | |
| CheckPoint™ (Pointsec™) McAfee EndPoint Encryption (Safeboot™) BitLocker™ Sophos SafeGuard Easy™ PC Guardian™ Credent® Mobile Symantec™ PGP Windows EFS TrueCrypt™ | 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 |

Our industry partnerships



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