



## Our Data Recovery Capabilities

Data recovery service options for your customers.

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