

What to do when faced with data loss.

The first step in dealing with data loss is the most critical and will determine if the data is recoverable. To keep time and money loss to a minimum, contact Kroll Ontrack® immediately and leave your data loss incident in the hands of trusted experts.

Kroll Ontrack also offers the following intelligent data management solutions:

- Data recovery
- Data erasure
- Microsoft® Exchange & SharePoint® server data recovery
- Tape services



With only one opportunity to recover lost data...trust the experts.

Referring Partner Details



WHITEHORSE TECHNOLOGY SOLUTIONS

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Ontrack® Data Recovery Certified Partner



Consult



Evaluate



Recover



Return

KROLL ONTRACK®

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World leader in data recovery services and solutions.

Data recovery tips

STOP

If you suspect that your hard drive or storage media has failed:

- Turn off the media immediately
- Do not reboot, shake, disassemble or attempt to clean/dry the damaged media

DO NOT DO IT YOURSELF

You should not attempt to perform recovery of the damaged media or you might experience:

- Unrecoverable data
- Invalidated warranty

CONSULT

Now that you have detected a data loss, contact Kroll Ontrack at 800 872 2599

Packaging tips

- Ensure the media is protected and stored tightly in an anti-static bag with bubble wrap and foam protectors
- Include the service authorization paperwork within the package

The process...



Consult

Once you have detected a hardware problem, contact Kroll Ontrack immediately at 800 872 2599.

Information concerning your data loss will be collected and instructions on how to ship your hardware for free will be provided.



Recover

Once all of the associated documentation regarding the hardware has been received, our data recovery engineer will:

- **Perform the data recovery procedure**
- **Save the recovered data to an external USB drive**



Evaluate

Once received, a data recovery specialist will:

- **Perform a full evaluation to determine the extent of data loss**
- **Provide you with a comprehensive list of files that can be recovered, the recommended recovery solution and associated timeline**
- **Answer any questions regarding the data recovery process that you may have**



Return

Upon completion of the recovery, our data recovery specialist will:

- **Return the original hardware and recovered data to you or your customer directly**
- **Serve as a resource to answer any post recovery questions you may have**

For more information...

Contact us at 800 872 2599 or visit www.ontrackdatarecovery.com