



# Our data recovery capabilities

Data recovery service options

## In-Lab Services

Data recovery performed by security experienced Ontrack® data recovery engineers. This service is designed for storage media and platforms that have sufferered 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 customized recovery tools to extract your lost data.

Ontrack® data recovery services offer industry leading solutions to recover data from virtually any type of data storage device.

Utilizing 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 evaluation of media			
Dedicated data services representative support			
Class 100 cleanrooms			
Professional and highly trained engineers			
Expedited service			
Saturday service			
24-hour, 7-days a week until the job is completed			
File recovery report provided before you commit to recovery*			

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 customized 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	Ва	ckup Formats	Databases		Operating Systems	
3PAR® Compellant DataCore™ Dell® Drobo™ EMC® Equallogic® Hitachi® (HDS) HP® IBM® Infotrend® Intel® Isilon® NetApp™ NexSAN® Oracle®/Sun®	Tivoli Sto Commva Arcserve	Exec Networker orage Manager (TSM) ault Protector	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		Electroni	c Media		Magnetic Media	
CD-R / CD-RW DVD-R / DVD+R DVD-ROM DVD-RW / DVD+RW Magneto-Opticals (various formats	s)	CompactFlash Memory Stick PC Cards (PCMCIA) SD Media SmartMedia Solid-State Drives USB Flash Drives xD Media NVME PCI		RAID, SAN, NAS SCSI, IDE, ATA, SATA, SAS Jazz / Zip, removable media Floppy diskettes All tape formats Fibre Channel		
Tape Mediav						
LTO (all capacities) QIC / ¼" Mini-QIC / Travan 8mm 4mm DAT, DDS, DDS2, DDS3, DD	)S4	DLT (all formats) AIT, AIT2, AIT3 3480/3490/3490E Ditto DEC TK 9-Track		Storag ADR VXA Exabyt		
Data Encryption Types						
CheckPoint™ (Pointsec™) McAfee EndPoint Encryption (Safe BitLocker™	eboot™)	Sophos SafeGuard Easy™ PC Guardian™ Credent® Mobile		Symantec™ PGP Windows EFS TrueCrypt™		
Malware						
Ontrack has solutions to recover from over 250 types of Ransomware.						

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