



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 suffered from both physical hardware and logical software failures.

Remote data recovery™ 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.

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 | Express Service | Emergency Service |
|--|------------------|-----------------|-------------------|
| World's leading recovery service | ● | ● | ● |
| Free evaluation of media | ● | ● | ● |
| Dedicated Data Services Representative support | ● | ● | ● |
| Class 100 Cleanrooms | ● | ● | ● |
| Expedited service | | ● | ● |
| Saturday service | | ● | ● |
| 24-hour, 7-days a week until the job is completed | | | ● |
| File recovery report provided before you commit to recovery* | ● | ● | ● |

*A fee is requested for this service.

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 | Backup Formats | Databases | Operating Systems |
|--|--|--|--|
| 3PAR® Compellent DataCore™ Dell® Drobo™ EMC® Equallogic® Hitachi® (HDS) HP® IBM® Infotrend® Intel® Isilon® NetApp™ NexSAN® Oracle®/Sun® | NetBackup Backup Exec Legato/Networker Tivoli Storage Manager (TSM) Commvault Arcserve HP Data Protector Ultrabac NetVault | 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 | Electronic Media | Magnetic Media | |
| CD-R / CD-RW DVD-R / DVD+R DVD-ROM DVD-RW / DVD+RW Magneto-Opticals (various formats) | 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 Media | | | |
| LTO (all capacities) QIC / 1/4" Mini-QIC / Travan 8mm 4mm DAT, DDS, DDS2, DDS3, DDS4 | 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 | |
| Data Encryption Types | | | |
| CheckPoint™ (Pointsec™) McAfee EndPoint Encryption (Safeboot™) BitLocker™ | Sophos SafeGuard Easy™ PC Guardian™ Credent® Mobile | Symantec™ PGP Windows EFS TrueCrypt™ | |
| Malware | | | |
| Ontrack has solutions to recover from over 250 types of Ransomware. | | | |