

DATA RECOVERY IN-LAB SERVICE OPTIONS

ONTRACK gives you a full range of In-Lab Data Recovery options for any type of storage device, including tape backups and removable media.

ONTRACK is committed to bringing you your recovered data when you need it. For restoration of critical records in critical situations, system back-ups, or a time-sensitive sales presentation, ONTRACK offers a full range of options for your In-Lab Data Recovery Service.

ON-SITE SERVICE

Whether it stems from security concerns or critical deadlines for the recovery of your lost data, ONTRACK offers on-site service. With this service, ONTRACK sends our highly trained engineers to your location to perform a complete diagnosis and data recovery for even the most difficult of situations.

EMERGENCY SERVICE

When you need the experts at ONTRACK to work on your system around-the-clock until your recovery is complete, this is the service for you. After receiving your equipment, an ONTRACK engineer works on your data recovery without interruption until your data is retrieved. Depending on the nature of your data loss, this service typically takes one day or less.

WEEKEND SERVICE

If your data loss occurs on a Friday, and you need a successful recovery by first thing Monday morning, ONTRACK weekend service is necessary. Also benefited by this service are customers who need their

information back immediately, regardless of what day the data loss first took place. When you choose this option, ONTRACK engineers will work from 8 a.m. to 5 p.m. Saturday and Sunday to ensure a timely recovery.

PRIORITY SERVICE

Customers requesting this option receive immediate attention at ONTRACK laboratories. When you choose priority service, a dedicated engineer is assigned to work on your data recovery during normal business hours until the recovery is complete. Priority service typically cuts your turnaround time in half.

STANDARD SERVICE

If you have experienced a data loss, ONTRACK will provide you with the most complete data recovery possible. After shipping your damaged drive or storage device to ONTRACK labs, our experts will investigate your hardware, diagnose the problem, and determine whether a recovery can take place.

If you wish to proceed with the recovery of your data, your equipment will be placed in the job queue and your lost data will be recovered in the order it was received. Working during normal business hours (8 a.m. to 5 p.m., Monday through Friday), ONTRACK will complete most standard recoveries in as few as one to four days.

SERVICE OPTIONS:

- On-Site:** For security or convenience
- Emergency:** Around-the-clock service until the problem is solved
- Weekend:** Normal business hours, plus Saturday and Sunday
- Priority:** Job priority over standard service
- Standard:** Normal business hours

"DATA WAS CRITICAL TO SEVERAL OF OUR PRODUCTION SYSTEMS...ONTRACK DID A WONDERFUL JOB RESTORING THE DATA."

- Scott Slattery
Motorola, Inc.

"ONTRACK GOT THE DEVICE ON SATURDAY MORNING AND WE TOOK DELIVERY OF THE RESTORED DATA ON THE FOLLOWING MONDAY AFTERNOON. I'LL NEVER FORGET HOW THEY CAME THROUGH FOR ME."

- C.B. Turner
American Airlines

"THE SERVICE AND THE TREATMENT WE RECEIVED FROM YOUR COMPANY WERE EXCELLENT."

- Enrique Calcagno
The World Bank

Ontrack®

ONTRACK—defining data recovery solutions worldwide

**www.ontrack.com
1-800-872-2599**

Minneapolis • Los Angeles • Washington DC • New York • Boulder • London • Paris • Tokyo • Stuttgart

DR-100/6-00/4M/OM