



## Get a Free Evaluation Report with Freeval

When data is lost, discover what is recoverable quickly, easily and without commitment.

**Free Phone Consultation** - Our Data Recovery Consultants will:

- Assess your data loss to determine the best, most cost-effective solution and pricing options
- Provide a data recovery service method and service level options
- Advise on next steps to take

**Free In-lab Media Evaluation** - Our Data Recovery Evaluation Team will:

- Provide an expert inspection of your media on an average 4 hours of the media arriving at our labs
- Create a free analysis report detailing the specifics of your data recovery case
- Propose recovery options with a fixed pricing quotation (see next page)

**Data Recovery Process** - Our Data Recovery Expert Engineers will:

- Provide a guaranteed file listing prior to recovery for your approval should it be required
- Overcome internal and electromechanical problems with your media in order to image the raw data
- Rebuild the file structures from the image and recover the data

**Data Return** - Our Post-Recovery Team will:

- Return your data on an encrypted USB drive
- Ship your data via next day service or organize secure online file transfer
- Liaise with you to ensure data is successfully restored



\* Provide an expert inspection of your media on an average 4 hours of the media arriving at our labs.

### Why trust Kroll Ontrack with your critical data?

- We are pioneers in data management. Kroll Ontrack performed the world's first data recovery in 1987.
- We have an unrivalled investment in R&D to produce unique data recovery solutions to address any situation.
- We have a global reach, a large range of proprietary tools and techniques, and 24/7/365 availability.
- We are the most trusted name in data management - every year we perform 50,000 data recovery jobs globally.
- We are security compliant. Twice awarded by the US Department of Defense for outstanding security participation.

# Data Recovery Services for Desktops and Laptops

**Level 1:** Software related faults where the data cannot be accessed. The fault is not caused by a physical hardware failure.

**Typical data loss causes are:**

- The computer will not start up
- File systems structure damage - Basic
- External electronics

**Level 2:** Advanced file system errors or hardware faults that do not require the HDD to be opened.

**Typical data loss causes are:**

- Hard drive suffers fewer than 40 read errors
- Single discrete electronic component failure
- Encryption related errors
- Deleted files – Advanced
- Complex directory tree damage

**Level 3:** Basic physical hardware failure requiring a cleanroom to be fixed.

**Typical data loss causes are:**

- Intermittent mechanical failure
- Media contamination from flood/fire
- Media corruption
- Basic mechanical failures

**Level 4:** Advanced and/or complex physical hardware failure requiring a cleanroom to be fixed.

**Typical data loss causes are:**

- Major or multiple electronics component failure
- Internal mechanical failure or media corruption
- Physical media damage (head crash)

**Optional:** Guaranteed file by file report.

**Benefits include:**

- Guarantee that specific files will be recovered complete and without corruption
- Useful when the recovery is expected to be difficult or incomplete
- Provides complete peace-of-mind before commitment

## Our Industry Partnerships



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