

Quality Recovery Solutions Worldwide, 24/7

Global Call Centers

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Phone: 1-952-937-5161

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We have offices, service labs and cleanrooms strategically located around the world offering customers local service. For more detailed information about our worldwide locations, visit www.ontrack.com.



We provide **industry-leading** products, services
and support programs for **data recovery**

Ontrack Data Recovery™
9023 Columbine Road | Eden Prairie, MN 55347 USA
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Ontrack
DataRecovery™

Ontrack Data Recovery™ offers the widest range of quality products and services, while leading the industry with the most technologically advanced data recovery solutions available. Serving customers globally for nearly 20 years with offices, cleanrooms, engineers and employees located around the world, Ontrack Data Recovery ensures the fastest, most convenient and cost-effective solutions for companies, agencies and individuals whose data is lost or inaccessible.



Our Mission

Our mission is to help people around the world recover inaccessible data from servers, desktops, laptops, email and other types of storage media and communication devices. We devote thousands of hours each year developing our products, services and support programs to provide our customers and partners with simple, comprehensive and timely solutions. Whether your data, your company's data or your customers' data is inaccessible — lost, deleted or corrupt — Ontrack Data Recovery has the technical tools and skilled expertise to solve data loss problems and prevent disasters no matter how catastrophic the situation. We deliver global solutions with dedicated, local service, including multilingual data recovery specialists in multiple countries. We work around the clock to solve data loss problems anytime, anywhere.



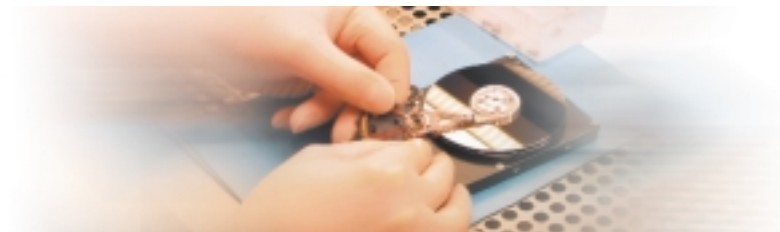
"Engineers at Ontrack that I spoke with helped to alleviate our stress and put us at ease by their confident tone and professional attitude. The team is a great pleasure to work with and the recovery tools you use are priceless."

— Richard O'Fill, Director of MIS,
Finance and Operations Bureau, ADRA International

Our Experts

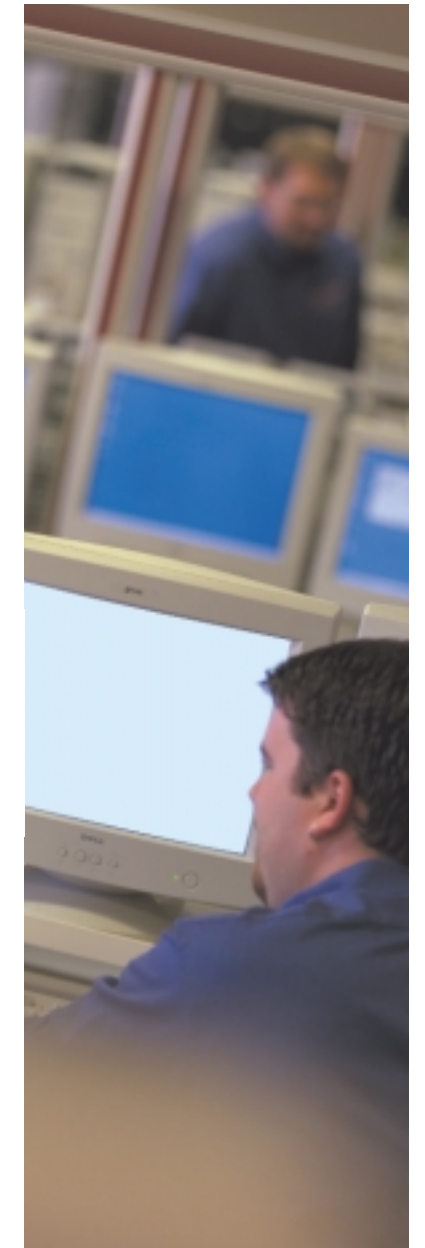
By investing in our employees, we aim to provide the ultimate level of service and support to our customers. We dedicate a team of highly knowledgeable data recovery specialists and technical staff to each recovery job who will consult with you and provide first-class support before, during and after the recovery process.

With well over 10 times as many data recovery engineers as our closest competitor, Ontrack has the strongest team of experts in the business. Our engineers are highly trained and tested with the skills and technical expertise to know how to handle any data recovery job — if our engineers can't recover your data, nobody can. As leaders in the industry, our engineers' expertise is well utilized — not only saving customers from data disasters, but providing articles and technical documentation for our Web site to help our customers learn more about data recovery. Come to the experts first.



"There is nothing worse than realizing your data is gone and feeling you have no options for recovery. Ontrack quickly put my fears to rest and was able to recover 100 percent of the lost data, saving my company in the process."

— Eric Shaw,
President of Assured Technologies, Inc.



Our Solutions

Ontrack Data Recovery features the industry's most comprehensive suite of data recovery products and service solutions ranging from do-it-yourself software to our patented Remote Data Recovery™ service. Our solutions recover and repair data from all systems, platforms, media types and operating systems – to meet all your needs, simple or complex. Our success is proven by the fact that our customers – which include 98 of the Fortune 100 companies and many government agencies – trust us, time and again, to solve their data loss problems.

“No one in the data recovery business comes close to challenging Ontrack's leadership. It is by far the most technologically advanced company in the field.”

— Joe Sullivan, Securities Analyst,
Dougherty Summit Securities



Services

Focusing on quality service for our customers, Ontrack Data Recovery offers free consulting, 24/7/365 global service and your choice of service levels. Our service levels provide options with varying prices and turn-around times to accommodate every situation, urgency and budget including Emergency, Weekend, Priority, Standard and On-Site. Our remote and in-lab services range in capabilities and complexities, offering solutions for all types of data loss for servers, desktops, laptops, email and other storage and communication devices.

Our **Remote Data Recovery™** service uses patented technology and trained engineers to allow us to recover data right on your server, desktop or laptop through a modem or Internet connection. There is no need to dismantle and ship your system or hardware in for service – providing you with a data recovery method performed remotely by qualified engineers in as little as two hours. This service is the ultimate solution for data loss situations where the hardware is fully functioning. Ontrack Data Recovery is the only provider offering authentic remote recovery capabilities – the fastest, most cost-effective data recovery solution available.

For more severe data loss situations where the hardware is malfunctioning, physically damaged or has failed, Ontrack Data Recovery provides **In-Lab Recovery** services which rely on our highly trained engineers and cleanroom technology to assess and recover the data in one of our service labs. With the most comprehensive service options available, we are proud to maintain the highest data recovery success rate in the industry.



Software

Ontrack Data Recovery offers the industry's highest quality and most cost-effective do-it-yourself software solutions for almost any data loss situation – covering servers, desktops or laptops for all media, operating systems and file types.

Ontrack EasyRecovery™ and **PowerControls™** software offer easy-to-use solutions to recover and repair data from more than 225 file types including Microsoft® Office, Outlook® and Exchange Servers for mailbox recovery. Comprised of proprietary data recovery and repair tools, our EasyRecovery and PowerControls products were developed out of nearly 20 years of experience performing more than 200,000 data recoveries globally. These products help IT professionals, including help desk, network and email administrators, to perform labor-intensive recoveries in a fraction of the time.

Although our core focus is data recovery solutions, our company began with Disk Manager® hard drive installation software. With more than 150 million copies sold, Disk Manager provides support for the latest disk drives and helps you through the entire drive installation process. We also offer DataEraser™ software that enables the simple, quick, and permanent deletion of personal, confidential, and critical data on a hard drive by actually overwriting all of the data – so the user can feel confident that sensitive information is completely eliminated.



Support Programs

Data loss is on the rise and so are the devastating effects it can produce. Companies and individuals alike use computers for developing, storing and communicating virtually all information vital to their businesses and their lives. Because of the critical dependency on computers and the data stored on them, more and more people are at risk when that data is lost due to natural disasters, blackouts, human error, hardware malfunction or software failure. The impact of data loss is absolutely staggering; it not only affects individual users and departments, but also entire business networks. Businesses simply need a plan.

Ontrack Data Recovery offers a seamless data recovery plan for companies of any size through its data recovery partner program. This support program allows companies to respond to critical situations directly for their organization or indirectly for their customers, while ensuring business continuity is unaffected. The program offers fast and convenient access to more than 100 engineers worldwide, data recovery discounts, leading technology recommended by major OEM manufacturers, data recovery tools, and an efficient, streamlined process for getting your data back. Our support program is the smart solution for businesses, helping you solve data disasters quickly and easily.



"I thank you for your fantastic product, your service, and your concern for my problem. Other companies have lost the art of customer service and satisfaction. I will recommend Ontrack 100% to anyone who wants to retrieve lost data." — James Woltz

Our Technology

Ontrack Data Recovery invests more money in R&D than most data recovery companies produce in annual revenue, equating to an 18% - 20% investment, or more than \$10 million each year. With nearly 20 years experience performing more successful recoveries than all other data recovery providers, Ontrack Data Recovery has the technology and credentials to solve even the most complex recoveries, regardless of the situation or cause of data loss. Our solutions are all-encompassing, including the ability to recover and repair inaccessible data from servers, desktops, laptops, email, databases and tapes for all media types and operating systems. We specialize in complex server recoveries and use advanced data recovery tools and techniques to repair and recover inaccessible data from all types of servers and storage systems. This includes file servers, application servers, web servers, direct-attached RAID, network attached storage, and very large storage area network systems.

Ontrack Data Recovery is the pioneer of advanced recovery techniques with innovative, proprietary technology unmatched by any other data recovery company. Through our unique and long-term relationships with all of the major drive manufacturers, the Ontrack Data Recovery R&D teams can ensure that their products are compatible with new hard drives before they are released to the public, which gives Ontrack Data Recovery new tools to recover on new technologies, anticipating our customers' needs.

1,125,899,906,842,624 bytes

Each year, Ontrack Data Recovery will process over one petabyte of data in our recovery operations.

Our Commitment

Ontrack Data Recovery takes pride in catering to its customers and addressing the demands and complexities of recovery by providing unparalleled customer assistance and data recovery service. Our success is directly tied to our customers' satisfaction and we pride ourselves on making customer satisfaction our number one priority.

Accessibility to our staff is important in this critical and time-sensitive business, which is why we provide a 24/7 service line that enables customers to get immediate help from highly trained data recovery specialists and engineers. With the company's global footprint, our staff can be quickly dispatched to perform recovery no matter what time zone.

As part of our commitment to quality service, our staff will provide a free consultation to determine the best options and course of action, without any further obligation or financial commitment required. We provide a wide range of options to meet your needs, including:

- Multiple service levels (including emergency)
- Different recovery options
- A full evaluation that includes a complete file listing of the recoverable data
- Your recovered data on the media of your choice
- Post data recovery instructions
- Access to our staff before, during and after the recovery process

Only you can determine the value of your data and make the choice for recovery; but we can help put the pieces together for you. We offer you the information and assistance to make an educated decision about your data.

Our Trust

Our customers and partners trust us to adhere to a strong commitment to quality and security. As the trusted experts in the industry, we have twice been awarded the prestigious James S. Cogswell Award from the US Department of Defense for outstanding participation in the National Industrial Security Program, of which less than 0.5% of eligible Department of Defense contractors receive. Further exemplifying our trusted status by respected companies, Ontrack Data Recovery is recommended by major hard drive manufacturers, and is authorized by Fujitsu, IBM, Maxtor, Quantum, Samsung, Seagate, Toshiba and Western Digital to unseal any of their hard drives for data recovery without voiding the manufacturer's warranty. We follow strict security procedures and use state-of-the-art tools to protect our customers' data and equipment during every recovery. Our portfolio of repeat customers continues to grow. In today's business environment, you cannot afford not to trust your business partners. Trust us as your data recovery experts.

