

# Corporate Advantage Programme Handbook



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## Section One – Introduction to the Ontrack Data Recovery Corporate Advantage Programme

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As a new Ontrack Data Recovery Corporate Advantage Programme Affiliate, we want to make your first data recovery experience and all of your data recovery experiences with us run smoothly – making your job easier. This programme was specifically developed to be simple, efficient, and low-maintenance by keeping contracts, forms, and paperwork to a minimum.

Ontrack Data Recovery™ is the leading innovator in the data recovery industry and through this corporate programme, your organisation will have direct access to our expertise, proprietary technology, key personnel, and corporate services. We offer solutions to help you recover lost, inaccessible, or destroyed data from nearly all operating systems, media types, and causes of data loss.

### Our Company

Ontrack Data Recovery is the largest, most experienced and technologically advanced provider of data recovery products and services worldwide. Ontrack is able to recover lost or corrupted data from virtually all operating systems and types of storage devices through its do-it-yourself remote and in-lab capabilities, using its hundreds of proprietary tools and technologies. Ontrack Data Recovery is a brand name of Kroll Ontrack Inc., a technology services subsidiary of Kroll Inc., the global risk consulting company.

### About Your Handbook

This handbook provides valuable information about programme details and direction for future interactions with Ontrack as your data recovery service provider. **Please distribute a copy of this handbook to your colleagues at all of your corporate locations because they also qualify for the corporate data recovery discount.** This handbook will ensure that everyone in your organisation is fully equipped with data recovery solutions to get your company's data back quickly, efficiently, and effectively, while providing details they need to participate in the Corporate Advantage Programme.



## Section Two – Partner Process and Simple Steps to Follow

Whether you are the end user working to get your data back or the company IT guru working to get everyone's data back, the Ontrack Data Recovery Specialist will walk you through every step of the process. This turnkey programme will provide positive, cost-saving results when you or your colleagues encounter a data loss situation. Simply follow the steps below. It's as easy as 1, 2, 3...

### YOUR STEPS...

**STEP 1** – Call Ontrack Data Recovery toll free at **1800 872 259** or submit a request for quote online.

**STEP 2** – Ask to speak with a **data recovery specialist**.

**STEP 3** – Give the specialist your **corporate ID number or company name**.

**Ontrack handles the rest...**

### ONTRACK DATA RECOVERY PROCESS...

**Once you have contacted Ontrack Data Recovery, specialists and data recovery engineers will take over and perform all of the work. The full data recovery process is outlined below:**

**STEP 1: Compensation Tracking** – Ontrack will record your ID number in the job record to ensure your discount is applied.

**STEP 2: Phone Consultation** – Ontrack Data Recovery Specialists will engage in a phone consultation with you to determine the scope of your data loss situation. This session will result in a determination of the best solution or method for recovering your data, which will most likely be In-Lab Data Recovery or Remote Data Recovery™. Remote Data Recovery is performed in your office through a modem or Internet connection by a data recovery engineer, and does not require you to ship your hard drive or media to us for service. If the media is physically damaged the only solution is our In-Lab service, which requires shipment of your hard drive or media to us to perform the service.

**STEP 3: Pricing and Options** – Your representative will present you with diagnostic and service pricing options and submit a service contract to you.

**STEP 4: Evaluation** – Once Ontrack receives the signed contract and the method of data recovery is determined, a full evaluation will occur. A evaluation is necessary to anal the damage incurred during the data loss situation. The evaluation will provide further analysis of the data and the condition of the data being recovered. For In-Lab service, the evaluation will not begin until Ontrack receives the hard drive or media. Remote Data Recovery service allows for more immediate evaluation. Ontrack now offers VeriFile™ Online Data Reports as a key feature of our complete evaluation service. This tool gives you the ability to make a more informed decision about your data recovery by allowing you to view a listing of your recoverable and non-recoverable files in an organised and easily searchable format.

**STEP 5: Data Recovery Service** – Ontrack Data Recovery Engineers will work to complete the data recovery process within the specific time frame as outlined by the service level that you request.

**STEP 6: Data Return** – After the recovery process, Ontrack delivers your recovered data to you complete with instructions in the media on how to access or reinstall it. Your data will be delivered in different ways depending on the method of data recovery that was used for your situation - Remote Data Recovery or In-Lab data recovery service.



## Section Three – Ontrack Data Recovery Service Hours and Options

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### Service Hours

Ontrack Data Recovery regular service hours are from 8 a.m. to 5 p.m. AEST, Monday through Friday. For emergency or weekend needs simply call 1800 872 259 and an on-call data recovery representative will address your immediate needs.

### Service Levels

Ontrack Data Recovery offers five different service levels that offer varying pricing options to accommodate budget constraints and emergency situations:

#### Emergency

After receiving your hard drive or media for recovery, an Ontrack Data Recovery Engineer will work non-stop on your data recovery job 24x7 for a quick and complete data recovery solution.

#### Weekend

If your job is not completed during normal business hours, our expert engineers will continue to work on Saturday and Sunday to ensure a timely recovery.

#### Priority

Our dedicated engineers work on your data recovery job during normal business hours until the recovery process is complete. This moves your job ahead of any standard jobs during every step of the recovery process and typically cuts recovery time in half.

#### Standard

A team of engineers work on the data recovery job during normal business hours. The service typically takes three to five days.

#### On-Site

Our highly trained engineers travel anywhere to perform data recovery services on-site.

### Technical Support

Our technical support staff is available to assist customers in reinstalling or gaining access to their recovered data. To reach a technical support representative, please call 1-952-937-2121. Our technical support staff is available from 8 a.m. to 5 p.m. AEST, Monday through Friday. For emergency or weekend help in reinstalling or gaining access to recovered data, call 1800 872 259 and an on-call data recovery specialist may be able to assist you. This option is for emergency or weekend data recovery service recipients only.



## Section Four – Corporate Benefits

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As a Corporate Advantage Programme Affiliate, you can expect the following and much more from us as your data recovery service provider:

- Immediate discounts on all Ontrack Data Recovery services, which apply to all of your company's locations, not just the location of the office contacting Ontrack.
- No contracts, forms, or paperwork required to become a partner – all we ask is that you assist us in communicating the Corporate Advantage Programme to key personnel who may need data recovery service.
- No required minimums or quotas to maintain your partner account.
- Dedicated data recovery specialist who knows your account and manages your services.
- Awareness tools and Ontrack Data Recovery service information for all of your company's office locations to ensure widespread knowledge of account and discount pricing.
- Information to keep you and your colleagues informed about our data and disaster recovery capabilities.
- Free data recovery newsletter publication containing information about new data recovery technology, industry news, recovery software tools, and PC tips.

## Section Five – Ontrack Data Recovery Unique Capabilities

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- We offer Remote Data Recovery™ (RDR®) service, the only data recovery service performed by engineers via remote Internet connections. This type of service is quick and convenient, reducing total downtime, while making RAID and SAN/NAS recoveries possible.
- We lead the industry with innovative, proprietary technology unsurpassed by any competitor. To date, we have performed more than 200,000 data recovery jobs for companies all over the globe.
- We can recover data from every type of system including portable and desktop PC Systems (DOS, Windows and NT), Networks, Apple Mac, Unix Systems and HP, DEC and IBM platforms. We also can handle various media types including all types of hard disks, optical disks, removable disks, flash media, multi-drive volumes and RAID systems, as well as nearly every type of tape including DAT, Travan, Exabyte, DLT, AIT, and more.
- Ontrack staff and key offices are authorised to work with sensitive and confidential material, including Classified and Top Secret government information.
- We are a two-time recipient of the James S. Cogswell Award from the US Department of Defense for outstanding participation in the National Industrial Security Programme (NISP). Less than 0.5% of eligible Department of Defense contractors receive this award.
- We are authorised by manufacturers such as Fujitsu, IBM, Quantum, Samsung, Seagate, Toshiba and Western Digital to open the seal on any of their hard drives without voiding the manufacturer's warranty.



## Section Six – Data Recovery Corporate Advantage Programme Newsletter

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To keep you informed and up-to-date on the latest data recovery topics and technology, we'll provide you with our free data recovery newsletter written by data recovery engineers and experts via email. Stay tuned for our next data recovery newsletter that includes data recovery news, technology, services, software tools, PC tips, and more! Add your colleagues to the newsletter subscription list by contacting us via email at [BDUS@ontrack.com](mailto:BDUS@ontrack.com) and we will subscribe your colleagues to the newsletter distribution list.

## Section Seven – Resources

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**Online Resource Centre** - <http://www.ontrackdatarecovery.com.au/partner-resource-centre/>

The Online Resource Centre offers you and your colleagues quick and effective online access to data recovery information and solutions, thus saving you and your company time and money when data loss occurs. It provides you with one-click-access to information that can help you to provide successful data recovery services internally for your organisation. The resource centre provides the following benefits:

- Helps you answer questions regarding data recovery through fast, online access to key data recovery contacts and to various technical and marketing documents.
- Assists you in educating others on data loss risks to help reduce data loss and provides data recovery solutions to help increase successful recoveries when data loss does occur.
- Provides you with direct access and online communication with both our partner managers and our data recovery specialists, thus saving you and your company time and money.

## Section Eight – Frequently Asked Questions

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**Q: How does Ontrack Data Recovery communicate with its Corporate Advantage Programme Affiliates regarding new products and services as well as other company news and information?**

**A:** All partners will receive a data recovery newsletter publication containing information about new data recovery technology, industry news, recovery software tools, PC tips, and more – distributed via HTML email.

**Q: Does Ontrack Data Recovery prohibit performing data recovery work prior to sending the job to Ontrack Data Recovery?**

**A:** While we don't prohibit doing some pre-recovery work, we don't recommend it, because it may reduce the chances of a successful recovery. An initial recovery process will breed higher results than recovery processes that have been attempted multiple times. If the drive has been opened before an Ontrack Data Recovery Engineer performs the recovery, the warranty will be voided.



**Q: If the data in question may be used in litigation or other legal matters, does Ontrack Data Recovery offer secure and strict chain-of-custody procedures to ensure the admissibility of the data recovered on all original media?**

**A:** Yes. We recommend you ask every customer whether or not the data in question may be used in litigation or other legal matters. Kroll Ontrack Legal Technology Solutions provide state-of-the-art equipment to prevent loss of data or damage to the equipment during our handling and processing of the data – ensuring the admissibility of the data as evidence for use in legal matters. If the data recovered will be used in litigation or other legal matters and you require chain-of-custody procedures, please inform your Ontrack Data Recovery Specialist at the onset of communication.

**Q: Do Corporate Advantage Programme Affiliates receive a discount on Ontrack software products?**

**A:** Yes, you are entitled to a special discount off the retail price for Ontrack software. This discount applies only to software used for personal use and not software used for distribution or resale.

