

The decision of whom to trust with recovering valuable data is crucial because failed recovery attempts may lead to permanent data loss. Today more than ever before, the Internet has become a confusing clutter of information promoting many data recovery companies and solutions that all sound alike – making it nearly impossible to differentiate quality companies offering solid and reputable services from those who are not. Therefore, it's critical to know the data recovery company with whom you are doing business, and whom you can trust with your valuable data.

Below is a recommended guide listing key considerations for use in your search for a data recovery provider. This guide also provides you with corporate information regarding Ontrack Data Recovery as it relates to the recommended key considerations.

Key Considerations

Why Choose Ontrack Data Recovery?

Research & Development

How does the data recovery company ensure it can provide the most state-of-the-art recovery solutions?

Ontrack Data Recovery invests in technology and techniques to speed recovery times and enhance recovery capabilities. With more than 20 years of experience performing successful recoveries, Ontrack has the technology and credentials to solve even the most complex data loss scenarios.

High Volume Recovery Capacity

Does the data recovery provider have the resources to manage high-volume recovery jobs?

With more than 150 data recovery engineers located around the world, Ontrack has the capacity to evaluate, recover and return lost or corrupted data to customers in as little as 24-48 hours.

Having recovered and processed, for example, 100 DLTs in four days for a Fortune 500 company, Ontrack Data Recovery has a proven track record of recovering damaged and overwritten DLTs.

Secure Protocol

What types of security procedures, protocol, and certifications does the data recovery company have in place to safeguard data?

Our staff and key offices are authorized to work with sensitive and confidential material, including classified government information.

The company's commitment to excellence is exemplified by having twice been awarded the prestigious James S. Cogswell Award from the US Department of Defense for outstanding participation in the National Industrial Security Program – an award, which is received by less than 0.5% of eligible Department of Defense contractors.

Remote Data Recovery™ Capabilities

Does the data recovery company provide true remote data recovery services as defined by the ability to recover data from a server, desktop, or laptop through an Internet connection or modem? This service eliminates the need to dismantle, remove, and ship the hard drive or system to a lab.

Ontrack Data Recovery was first to market with its patented Remote Data Recovery™ technology and is the only data recovery company that offers this unique recovery capability to date.

This remote recovery method provides the fastest and most cost-effective data recovery service available. Using this technology, Ontrack Data Recovery can perform a complete, secure, and lab-quality recovery right on a desktop, or laptop via modem or Internet connection.



Global Presence

Does the data recovery company offer services and office locations around the world?

With 18 offices and multiple cleanroom facilities around the world authorized by major OEMs, Ontrack Data Recovery can perform recovery services any time, anywhere with internationally-friendly services, including multilingual staff and the acceptance of most major types of currency. Ontrack employs well over 10 times as many data recovery engineers as its closest competitor.

Customer Service

Does the data recovery company provide 24/7 service 365 days a year?

Ontrack Data Recovery offers 24/7 service 365 days a year with highly knowledgeable data recovery specialists and technical staff before, during, and after the recovery process.

This high level of customer satisfaction explains why a majority of our business comes from repeat customers.

Solid Foundation & Authentic Reputation

Is the data recovery company stable, professional, and genuine in its business practices and service offerings?

Ontrack Data Recovery offers professional and ethical business practices by way of compliance with routine audit procedures. Ontrack Data Recovery is a brand name of Kroll Ontrack Inc., a technology services subsidiary of global risk consulting company, Kroll Inc. Kroll Inc. is an operating unit of Marsh & McLennan Companies Inc., the global professional services firm.

Pre-Service Evaluations

What does the data recovery provider offer in its pre-service evaluation package? If the evaluation is done free of charge, what can the customer expect to receive in return?

Some data recovery providers choose to offer free pre-service evaluations, but in most cases, these evaluations do not produce enough information for customers to make an informed decision about their recovery options.

Ontrack Data Recovery offers the fastest, most comprehensive pre-service evaluation service in the industry and does charge an evaluation fee, which covers the costs of engineering resources, necessary equipment, parts procurement, and comprehensive reporting tools.

Upon completion of the evaluation, customers are offered access to Ontrack® VeriFile™ Online Data Reports, a tool that provides customers with a complete view of which files are recoverable or non-recoverable. VeriFile reports give customers exactly the information they need to make an educated decision on whether or not to proceed with recovery services.

