

Company Profile

Founded in 1987 and part of the MMC Group (Marsh & McLennan Companies), Kroll Ontrack is the global leader in the provision of data management solutions specialising in recovery, restoration, erasure and investigative products and services.

With 33 offices in 22 countries and revenues in excess of \$300M Kroll Ontrack is the trusted data management partner for many of the world's leading organisations.

Ontrack Data Recovery

Despite advances in technology, data loss is still prevalent among top companies with 49% of IT managers reporting a data loss situation in the last two years according to research undertaken by Kroll Ontrack. Data loss happens; do not get caught out without a contingency plan.

Kroll Ontrack customer research indicates that the average the cost of recreating lost data is ten times greater than the cost of using a professional data recovery service. Additionally, common methods of reinstating data have proven to be unreliable and inaccurate.

Industry research shows that an hour of downtime can cost up to £40,000. Kroll Ontrack can recover lost data in a matter of hours thus minimising this expensive downtime. Even the use of newer, more robust technologies does not eliminate data loss. Kroll Ontrack is reporting increased instances of data loss caused by human error.

Kroll Ontrack can help by offering the most technically advanced and comprehensive data recovery solutions across desktop, server and virtual environments covering physical and logical issues as well as database corruption.



With over 50,000 successful recoveries completed globally every year, Kroll Ontrack saves customers time, money and ensures peace of mind.

Kroll Ontrack Services Options

Kroll Ontrack offers state of the art in-lab, on-site, remote and custom solutions so that whatever the situation, a solution can be provided.

In-Lab Solutions

Data Recovery is carried out in our clean room labs which are designed specifically for opening hard drives and other devices. The In-Lab service is the most cost-effective solution for complex situations where the hardware is no longer functioning.

On-Site Solutions

Data Recovery performed at your location typically within 24 hours. This service level is suited to the most complex and sensitive of situations.

Remote Data Recovery

Our engineers perform a lab quality data recovery service via the internet in as little as one hour. Our patented remote service is the fastest, most convenient and cost effective solution where hardware is functioning properly.

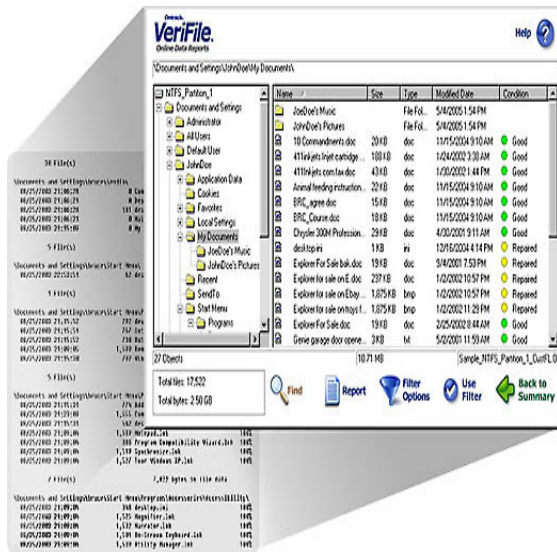
Bespoke Service

At Kroll Ontrack, no data problem is unsolvable. If we don't have an existing solution, we can draw on our extensive R&D resources to develop a bespoke solution tailored to meet the customers' needs.

The Kroll Ontrack Service Guarantee and Ontrack Verifile Data Reports

The Kroll Ontrack service provides the most in-depth diagnosis in the market. Upon completing a diagnosis, we will be able to provide a complete listing of the recoverable and non-recoverable files in an organised, easily searchable format. This provides all of the information necessary to determine if important files can be recovered before committing to the actual recovery.

Our Ontrack Verifile Data Reports provide a clear status report for each file whether good, repairable or partial. A familiar Windows Explorer-like interface shows specific file and directory information and provides quick and easy filtering options to locate specific files. This gives the customer all of the information necessary to determine if their important files can be recovered before they commit to the cost of the recovery.



Desktop Support

Data collected by Kroll Ontrack reveals that over 20% of laptops will suffer a hardware failure resulting in data loss within the first three years. At most companies, as much as half of vital data is stored on individual PCs with little or no formalised backup process.

Kroll Ontrack is proud to have the highest data recovery success rate in the world across desktop, laptop and external drive media. Our Class 100 clean rooms and engineering facilities cater for all physical, internal and electronic issues, including the ability to re-write firmware and re-program drives. The state of the art lab facilities enable the repair and recovery from virtually any operating system and our industry leading Verifile software provides complete transparency of what data can be recovered, right down to file and folder level.

Infrastructure - RAID/Server Recovery

Whether from a single drive server or complex SAN configuration, Kroll Ontrack offers the expertise and cutting edge proprietary tools to recover from all RAID configurations and from virtually any operating system or file system format. In the rare instances where we do not have support, we can deploy our 24/7 R&D team to perform custom recovery.

Virtualisation

With the rapid growth in virtualisation, more and more business critical information is stored within virtual environments. Requests to carry out data recovery from virtual environments have increased ten-fold over the past twelve months. Kroll Ontrack is the only company with the ability to recover from virtual environments and as such is the recommended by VMware for data recovery.

Kroll Ontrack recently performed a VMware recovery onsite where neither the customer nor VMware thought the data could be recovered. Kroll Ontrack recovered all the specified data during the weekend with minimal business impact.

In addition to VMware, Kroll Ontrack has extensive recovery capabilities with most other virtualisation technologies and is a Microsoft Virtualisation Solution Partner.

Database Recovery

According to research undertaken by Kroll Ontrack **59% of IT Managers agreed that databases were the most important file types.** Kroll Ontrack offers multiple service options and solutions for database recovery, inaccessible and/or lost database files including MS SQL, Exchange, SharePoint and Oracle.

Cost Effective Solutions

On average the cost of recreating lost data is ten times greater than the cost of using a professional data recovery service. Additionally, common methods of reinstating data have proven to be unreliable and inaccurate.

Certifications/Clearances

Kroll Ontrack currently holds certified developer status with Microsoft, Apple and Sun Microsystems.

Kroll Ontrack engineers are fully background checked and cleared in the UK to handle sensitive data.

HMG Infosec 5 Standard – Kroll Ontrack’s eraser products have full CESG approval.

Kroll Ontrack has been a security cleared contractor of the U.S. Department of Defence for more than 15 years and is a repeat recipient of the Department’s James S. Cogswell Award for Outstanding Industrial Security, which is given to less than 0.5% of all defence contractors.

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