



DriveSavers RAID Recovery Services

RAID System Are Not Infallible

Businesses and organizations of all sizes rely on RAID (Redundant Array of Independent Disks) systems that distribute data and parity across a set of disks, protecting files held on the array against the failure of any individual disk. Unfortunately, even these redundant systems are not completely infallible. Initial failures sometimes go undetected until a secondary failure has occurred. A RAID 5 configuration can only offset the failure of a single disk drive, but cases of multiple drive failures happen more frequently than one might imagine.

RAID Recovery Experts

Our Enterprise Systems Group recovers data from all types of high-capacity devices including NAS, SAN, RAID, tape, and multi-disk servers.

At DriveSavers' laboratories, teams of highly experienced engineers evaluate each system to determine the nature of the failure. Drives that have experienced failure or physical damage are opened in DriveSavers' Class 100 clean room. This dust-free environment contains highly filtered air that is 10,000 times cleaner than normal office air, providing a safe work environment to maximize recovery success. By employing proprietary software – developed over our 20 years

in business – DriveSavers is able to restore data from corrupted and/or virus infected systems.

Since 1985, companies around the world have relied on DriveSavers to recover lost data from hard drives and other storage devices that have crashed, failed mechanically, become physically damaged, or are logically corrupted. We recover data from all operating systems and all storage media with the fastest turn-

around time in the industry.

All Warranties Maintained

Computer manufacturers such as IBM, Dell, HP and Apple all refer their customers to DriveSavers when they have lost access to critical files. All

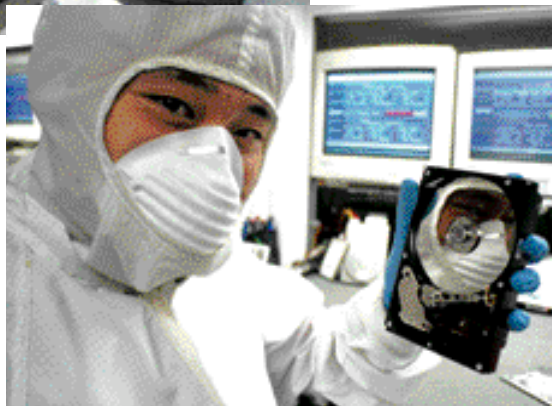
drive makers allow DriveSavers to open and recover from their drives while preserving the original warranty.

Data Loss Can Have Staggering Financial, Legal and Productivity Costs

While the majority of corporations execute regular backups of their data to prevent loss, backup procedures are not always 100% reliable.

When data protection strategies fail, a company can quickly lose its cutting edge with even a temporary loss of access to critical files. More devastating is the permanent loss of data that cannot be recreated. Multinational corporations, small businesses, educational institutions,

non-profit groups, government agencies – these and other organizations quickly realize the cost of being without their data while their systems are down. Keep DriveSavers information close at hand – just in case.



Data Recovery Solutions for Enterprise Systems

Protect Your Valuable Data

All organizations need to adopt strategies to ensure business-critical information is protected from corruption and loss. They also need a recovery plan to get up and running as quickly as possible in the event of system failure.

Best Practices to Avoid Data Loss

- Never upgrade any system without a verified backup.
- Use up-to-date hardware and software utilities for data security, such as firewalls and virus protection.
- Scan all incoming data, including packaged software, for viruses.
- Use ventilation, fans, and/or air conditioning to keep servers at the proper operating temperature.
- Connect systems to an uninterruptible power supply (UPS) to protect against power surges.
- Power down and take extreme caution when moving computers.
- Avoid static electrical charges when touching or handling the media, especially in arid environments.
- Maintain an alternate and remote data center with "real-time" copies of corporate applications and data.
- Train users to report any unusual noises and power down immediately if a drive makes scraping, tapping, clicking, or humming sounds.

Backup Strategies

- Invest in redundant backup systems.
- Establish a structured backup procedure, using software compatible with the operating system and applications, to make copies of all critical data files.
- Periodically test the backups to verify that data – especially databases and other critical files – are being backed up properly.
- Keep at least one verified copy of critical data off-site.



When Disaster Strikes

- If possible, backup the data immediately.
- If the drive makes scraping, tapping, clicking, or humming sounds do not use utility software.
- Do not power up a device that has obvious physical damage, or is making unusual sounds.
- Shut down the computer to avoid further damage to the drive and its data.
- Do not attempt recovery yourself on severely traumatized drives (i.e., turning the computer off and on, using over-the-counter diagnostic tools), as this may cause further damage or permanent data loss.
- Configure another computer/server to temporarily replace the problem unit, restore available backups onto the new unit, and reconfigure it as necessary to begin productive work.
- Contact DriveSavers for recovery advice. Because of the broad range of complex operating systems – such as Windows NT/2003, UNIX and NetWare – using utility software can potentially cause data loss.

“DriveSavers’ quick response is extremely appreciated. It is great to know we can count on your company.”

– George Everhart, President
Fujitsu PC Corporation

Never Assume Data is Unrecoverable

DriveSavers has successfully recovered data from thousands of drives with extreme physical and logical damage. If you’ve lost critical data, DriveSavers recovery service is your best and safest option.

Call a DriveSavers Recovery Advisor:

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- 415.382.2000
- International:
Your access code + 888.440.2404
- www.drivesavers.com



We Can Save It!