



## Who We Are

**WeRecoverData.com®** is a world leader in data recovery solutions and one of the only companies to invest in data recovery research and development.

We have developed the most advanced technology and use state-of-the-art equipment; together with the highest level of expertise we are able to recover data from any storage device, such as Hard drives, RAID Arrays, Tapes, Memory Cards, Flash Drives, Optical and Magnetic Media, etc. As a result, we present the highest success rate of having full and complete data recovery for our various clients' cases, leaving them satisfied and secure.

**WeRecoverData.com®** is a privately held group having its world headquarters located in New York City. The company provides data recovery services worldwide, with representation in North America, South America, Europe and the Middle East. We service fortune 1000 companies, government agencies, the military, health sector, educational institutions and individuals seeking to recover important digital information.

## Our Service

**WeRecoverData.com's** experts, our advanced technology, extensive parts inventory, years of experience, and professional class 100 clean rooms, enable us to recover data from all hard drives, storage devices, removable media and flash memory chips. We specialize in recovering data from devices that have been dropped, sustained water or fire damage, suffered corruption, power failure, file deletion or reformatting.

Our **Data Guarantee Policy** assures that if we cannot get the required data, no recovery charges will occur. After evaluating the storage device, at no charge, our clients will receive a price quote for their recovery case. This evaluation will determine the recovery costs and the time frame needed to complete the recovery.

Our fees are determined by the complexity of the recovery, type of storage device that has failed, the media's physical or logical/software problem, as well as by the time and expertise needed to fully recover and reconstruct the data.

Once our clients approve the evaluation results we begin the recovery. Before we finalize the data recovery process, as part of the verification of a successful recovery, we will provide the client the results which will allow us to verify the recovery success according to the client's critical data. We will then provide the recovered data on an alternative storage device of the customer's choosing and ship it back safely and securely.

### We offer the following service options for clients to choose from:

- + In-lab standard recovery
- + In-lab priority recovery
- + In-lab priority weekend recovery
- + In-lab emergency recovery (24/7/365 around the clock recovery)
- + On-site and remote recovery (On clients premises)

## Our Capabilities

### Data Recovery Solutions

- + **Hard Drive Recovery:** ATA/IDE/ATAPI, SCSI/SAS, SSD and USB, desktops, laptops and notebooks, internal and external hard drives.
- + **Server Recovery:** Unix/Linux, Novel, MAC and Microsoft file servers, application servers, web servers, direct-attached RAID, Network Attached Storage, and very large storage area network systems.
- + **Tape Recovery:** Tape media, all backup applications and media types such as DLT/DL Tape, LTO Ultrium, DAT/DDS, Travan, QIC, Ditto.
- + **Database and Application Recovery:** SQL Server, Oracle, Access, DBase, FoxPro, MySQL, SAP, MS Office, Exchange, Outlook and others.
- + **Removable Media Recovery:** CompactFlash/Smart Media, USB drives, flash media, CDs/DVDs and floppy discs.
- + **Electronic Devices Recovery:** MP3 players, DVR/PVR, PDAs, cell phones, digital cameras, game consoles, home media servers and others.

### Other Services

- + **Offsite Data Back Up:** We offer a completely automated service that continuously backs up server data, archives it in a secure offsite data center, and makes it immediately available for restore 24 hours a day. Please visit [WeBackUpData.com](http://WeBackUpData.com) for more information.
- + **Computer Forensics and Electronic Discovery:** We specialize in identifying, tracking and recovering highly sensitive information that may assist law enforcement agencies as well as legal and corporate investigators when they are involved with a forensic investigation. Please visit [WeDiscoverData.com](http://WeDiscoverData.com) for more information.
- + **Data Migration:** We provide proven techniques of migrating data for businesses that have high volumes of data which need to be converted to another format or those who seek to upgrade to a new technology or storage platform.

## Avoid Data Loss

### Safety tips

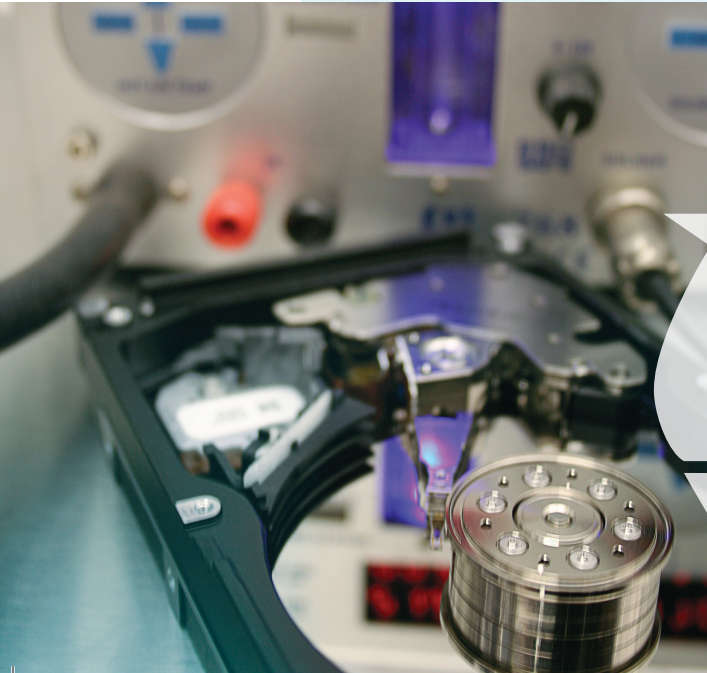
- + Always back up your data, especially when upgrading your system. Make sure that copies of your most important data are being kept off site
- + Always turn off your computer using the operating system shut down process
- + Always use up-to-date hardware and software utilities for data security, such as virus protections and firewalls
- + Laptops should be operated on a hard and flat surface to allow proper ventilation and to avoid over heating
- + Servers should have fans, ventilation or portable air conditioning systems as close as possible to avoid operating in high temperatures. Allow enough space around the external drive's cooling fans and remove any items that may block air flow
- + Do not turn off peripheral devices while computer is on, or when disc is active
- + Drives should be stable and stationary when operating. If you have to move your computer – turn it off first
- + When touching or handling the media, make sure static electrical charges will not occur
- + In case you hear unusual sounds coming from your computer, turn it off immediately to avoid further damage

### Benefit by partnering with us

You now have the option to join the **WeRecoverData.com®** team, and become an official partner. Benefit from our free evaluations and extraordinary level of customer service. Please visit [WeRecoverData.com/partners](http://WeRecoverData.com/partners)

# What Should You Do If Disaster Strikes?

- + Do not use any utility software if your hard drive is making noises such as scraping, tapping, clicking or humming sounds or if the drive is unstable with read errors
- + If your device suffers from physical damage or makes unusual sounds, do not turn it on
- + Shut down your computer to avoid further damage to your drive and its data
- + Trying to recover the data by yourself, using over-the-counter tools is a risk, as you may cause further damage to your drive and permanent data loss
- + Setup another computer or server to replace the damaged unit and restore available backups onto the new unit to begin productive work
- + Contact WeRecoverData.com® for further assistance and emergency tips



## Happy Clients

Yahoo!  
Canon  
UNICEF  
The City of New York  
IBM  
Pfizer  
HSBC  
Mercedes – Benz  
CBS  
Dell  
Time Warner  
Mount Sinai Hospital  
ESPN  
Forbes.com  
Google  
DHL  
J.P. Morgan Chase  
Boston University  
MTA  
Coca Cola  
BET Entertainment  
UNFCU.org  
U.S. Environmental Protection Agency  
Cushman & Wakefield  
NYU Medical Center  
NYC Buildings  
Bear Stearns  
Baruch College - CUNY  
New York Post  
NASA  
IRS – Internal Revenue Service  
ORACLE  
Wells Fargo  
CHANEL  
NBC-Universal  
Columbia University  
FILA  
Giorgio Armani  
Reuters

## Why choose

WERECOVERDATA.COM®  
DATA RECOVERY LABS

- + Industry pioneers and one of the only data recovery companies to invest in R&D allow us to complete more successful recoveries
- + State-of-the-art equipment and the most advanced technology, together with top industry engineers, R&D and class 100 clean rooms, enable us to recover most cases
- + Fast and friendly customer service available immediately with free initial consultation
- + Data Guarantee Policy: No Recovery = No Charges
- + Extensive evaluation of the storage device
- + Worldwide convenient locations
- + Emergency response, on-site, remote and in-lab, 24/7/365 available worldwide around the clock
- + GSA Contract - Federal Government approved recovery service
- + HIPAA Compliant
- + Multi-layer security and highly secure facilities for ultimate data protection
- + SecuReturn™ - Optional data return encryption for additional security
- + SSAE 16/SAS70 SOC 2 Type II Certified

## Worldwide Offices

To view our worldwide locations please visit our website at [WeRecoverData.com](http://WeRecoverData.com)®  
US/International +1.212.594.5946  
Canada 416.619.5252  
Toll Free 866.400.DATA



GSA Schedule #GS-35F-0518T  
Special pricing for all government agencies

# Avoid Data Loss

## GUIDE AND SAFETY TIPS



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