

888-878-3761



**Data Recovery,
Done Right!™**

Our Data Recovery Process

This article explains what happens when you bring your drive in for Data Recovery.

Step 1 – Evaluation: The first step is to correctly diagnose the problem. This is a critical stage, because if the drive is handled incorrectly the chances of performing a successful data recovery are lessened. If you brought in a computer, laptop or external drive (including NAS or Apple Time Capsule etc) the hard drive is removed by opening the external enclosure; and then it is hooked up to specialized recovery equipment to diagnose the damaged components. At the end of this stage, the [recovery level](#) is determined, and this tells you the [flat rate](#) and [time needed](#) to recover your data.

Step 2 – Recovery: Once you approve the recovery level, we take the necessary steps to recover your data. If the drive failed mechanically Level 3) it is opened in a controlled environment called a clean-room (or class 100 environment) which is needed so that when your drive lid is opened, contaminants like dust and moisture cannot damage the drive platter permanently.

Step 3 – Extraction: When the recovery is successful the data is extracted from our recovery image to an external device so you have access to it again. In most cases your original drive is not permanently fixed. It is kept working only long enough to copy the data from it, so it's recommended that it be replaced. You can supply an external drive to us after the evaluation or you can purchase one from us at the current market prices.

STEP ONE Evaluation

- Remove Drive from Device
- Diagnose failure
- Determine Level – 1,2 or 3
- Notify Client of Results

STEP TWO Recovery

- Clone Hard Drive (L1-L2)
- Clean-Room Service (L3)
- Check / Repair Logical Errors
- Create Recovery Image

STEP THREE Extraction

- Test Clients External Drive
- Extract Recovery Image
- Check File Structure
- Notify Client of Pickup