



# DriveSavers

Premier Provider of  
Professional Data Recovery

## How valuable is your data?

When a data storage device fails—and they all do—a company quickly loses its cutting edge. Even a temporary loss of data translates to lost revenue. More devastating is the permanent loss of critical data that cannot be recreated. According to the National Archives & Records Administration in Washington, 93% of companies that lose access to their data for more than ten days file for bankruptcy within one year of the incident.

Enter DriveSavers, the worldwide leader in data recovery. With 24/7 service, the highest recovery rate and fastest standard turnaround time in the industry, we stand ready to meet any data recovery challenge—from an infected hard drive to a fire-scorched RAID server.

### Not all data recovery companies are created equal.

Don't be fooled by online appearances or promises made by other data recovery firms. DriveSavers is the only company in the world that has received cleanroom, encryption, network and SAS 70 Type II certifications, making us the fastest, most secure and most reliable data recovery service in the world—guaranteed.

### We can save it!™

Each data loss situation is unique. DriveSavers has developed proprietary hardware and software that allows us to deliver custom solutions for all common and catastrophic data loss situations, including:

Physical	Logical	Disasters
Head Crash	Deletions	Fire
Dropped	Virus Infection	Flood
Controller Error	Corruption	Hurricane
Actuator Failure	Lost Password	Tornado
Damaged Motor	Overwriting	Earthquake
Bad Sectors		Power Spike
Liquid or Heat Damage		

Recoverable Devices
Desktops and Laptops
RAID/NAS/SAN and Tape
Removable Media
Digital Cameras
iPhone/iPod/MP3 Players

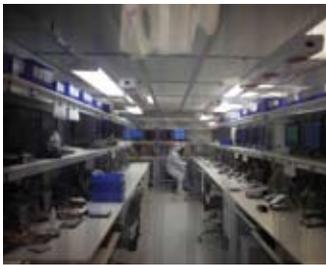
Permanent data loss can  
destroy your business.



## A clean recovery.

During the data recovery process, data storage devices are carefully disassembled by data recovery engineers who inspect for physical damage and perform component-level repair. Even the tiniest airborne particles can collect on open hard drives and cause read-write heads to malfunction; if read-write heads damage the device's platters, valuable data will be lost forever.

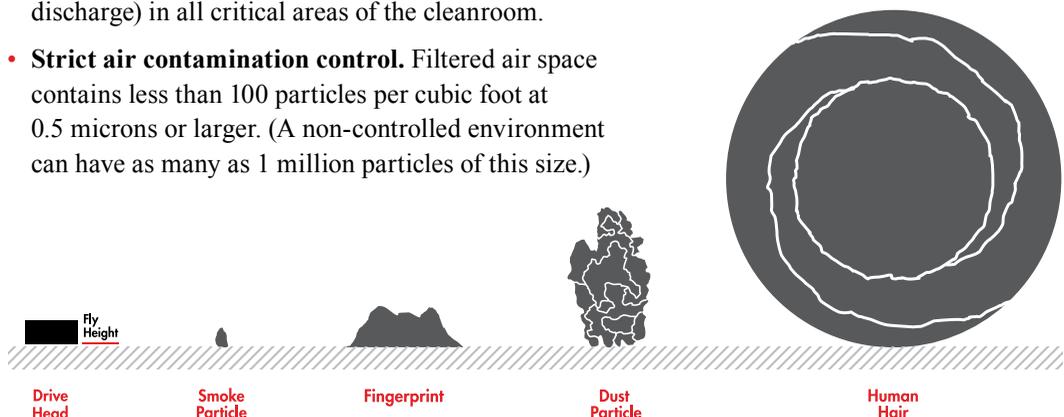
To minimize contamination and maximize recovery results, we created the most technologically advanced data recovery cleanroom environment in the industry. It features three separate ISO-certified cleanroom areas—ISO 5 (Class 100), ISO 6 (Class 1,000) and ISO 7 (Class 10,000). Our inventory of over 20,000 parts and drives is stored in an ISO 8 (Class 100,000) clean zone. A separate triage area is used to wipe drives free of excess contaminants and debris before they enter the cleanroom environment.



Sealed drive mechanisms are opened in accordance with all leading hardware and storage device manufacturer's specifications; **your original warranty will not be compromised.**

### Cleanroom features include:

- **Conforms to federal cleanroom standards.** Includes ISO 14644-1:1999E, IES-RP-CC-012.1 and Federal 209 E.
- **Class 1-compatible construction materials.** The cleanroom is made of non-shedding, corrosive resistant and low outgassing materials to minimize the introduction of AMC (airborne molecular contamination) into the room.
- **Full-coverage ionizing blowers above workstations.** Ensure control of ESD (electrostatic discharge) in all critical areas of the cleanroom.
- **Strict air contamination control.** Filtered air space contains less than 100 particles per cubic foot at 0.5 microns or larger. (A non-controlled environment can have as many as 1 million particles of this size.)



**Airborne Particle Size Comparison Chart**

## We've got your encryption (re)covered.

Our engineers understand encryption. They have been trained and certified by the leading encryption software vendors to safely recover file-level and disk-level encrypted data. We can recover from encrypted hardware, software, email, network files, web pages, storage and backup devices without compromising the original level of encryption.

DriveSavers can customize security protocols beyond those we routinely provide. During the recovery process, you'll have phone access to our engineers as your recovery is taking place. Once the recovery is complete, we can safely and properly recycle the old storage device. Our NSA and DOD approved degausser will destroy residual data on the old source drive, permanently.

## You've got options.

DriveSavers accommodates all kinds of recovery preferences for encrypted data, including:

- **Image-only.** Data is recovered and restored in an image-only format and returned with the original encryption intact. You decrypt the data yourself.
- **Full Decryption.** Encrypted data is recovered and decrypted by our engineers to verify the integrity of the data and returned to you encrypted or fully decrypted.

**DriveSavers engineers have been trained and certified by leading encryption software vendors, including:**

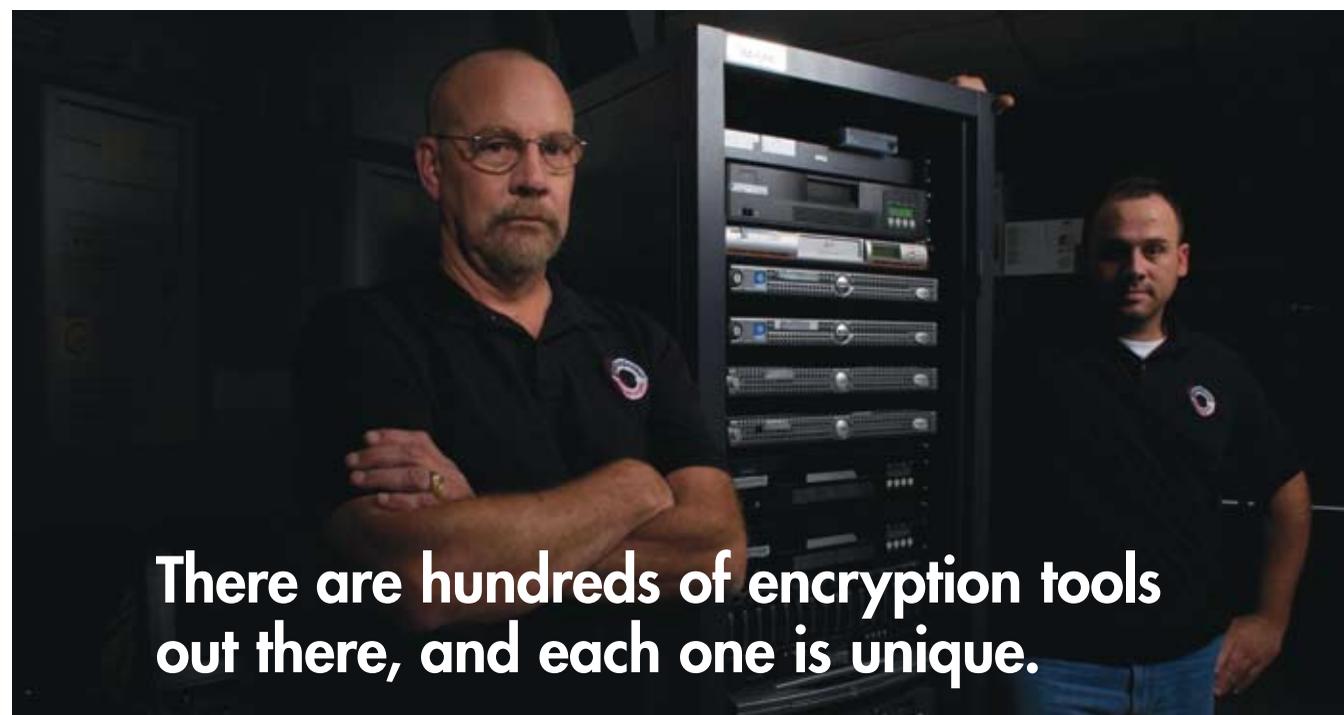
GuardianEdge

Utimaco/Safeguard

PGP

Check Point/PointSec

...and more



There are hundreds of encryption tools out there, and each one is unique.

For more info, visit [www.drivesavers.com](http://www.drivesavers.com) or call 800.440.1904 to get a free estimate immediately.

## Certified secure data recovery.

When sensitive data is being recovered, maintaining a high level of security isn't an option—it's a requirement. DriveSavers is the only data recovery company in the world that is SAS 70 Type II compliant, adhering to the corporate industry's standard for overall control structure.

### SAS 70 Type II certification

SAS 70 Type II certification verifies that our data hosting control objectives and control activities are in place, suitably designed, enforced and operating effectively to achieve all desired security control objectives. It assures our customers that every aspect of our facility and network is secure enough to protect personal and confidential data from a security breach during the data recovery process.

### Certified Cisco® Self-Defending Network

At the heart of our certified secure data recovery environment is a Cisco® Self-Defending Network, protected by a “defense-in-depth” architecture that includes firewalls, intrusion protection systems, managed security services and 24/7 real-time monitoring.

- Provides the highest level of preventative data security in the data recovery industry today
- Verified in SAS 70 Level II security audit testing to be “a formidable defense” for the information and data that it hosts
- Meets stringent security requirements and audits mandated by corporate clients and government agencies

In addition to providing the highest level of preventative data security in the data recovery industry today, DriveSavers offers a High Security Service that adheres to US Government protocols and a Forensics Service that supports law enforcement agencies and other legal entities in the United States and abroad, providing full legal compliance, security and confidentiality.

Clients like Bank of America, NASA Goddard Space Center, the Department of Defense, the Smithsonian Institution and Lawrence Livermore Labs have all trusted DriveSavers with their critical data.

“The DriveSavers Data Recovery network environment and servers demonstrated throughout our security audit testing to be a formidable defense for the information of data that it hosts, and revealed no apparent weaknesses.”

**WIRED Security Incorporated: Executive Summary  
SAS 70 Type II, Information Security Audit**



# We Can Save It!™



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#### **DriveSavers**

The fastest, most secure, most reliable data recovery service in the world—guaranteed. DriveSavers is a Certified Green Business.