



# DriveSavers Government Solutions

## Fast, Reliable, Secure Data Recovery



DriveSavers, the worldwide leader in data recovery, provides the fastest, most reliable and the only certified secure data recovery service available in the industry today.

Since 1985, we have recovered data from all

operating systems, all storage media and all types of “disk-asters” with consistently high success rates. We offer the fastest standard turnaround time in the industry, at 24 to 48 hours, and professional Data Recovery Advisors are available 24/7.

All recoveries are performed in an ISO-certified cleanroom environment (ISO-5, 6, 7 & 8), which optimizes recoverability rates and meets the requirements of all leading storage device manufacturers. Our data recovery process will not void the original storage device warranty.

## Specializing in RAID/NAS/SAN and Tape

DriveSavers successfully recovers data from all types of high-capacity RAID, NAS, SAN, tape and multi-disk servers. Our data recovery engineers are the best in the industry at handling physical drive failures and logical corruption issues. They routinely recover databases, mail servers, ERP/accounting systems and other mission-critical data for government agencies.

## Data Security During Data Recovery—Guaranteed!

DriveSavers undergoes annual SAS 70 Type II audits by third-party security professionals. The SAS 70 audit differentiates DriveSavers from all other data recovery service providers in the industry today.

SAS 70 Type II compliance verifies our qualification to handle secure enterprise-class recoveries, and support government agencies that must maintain compliance with data privacy/data security regulations, policies and guidelines.

Data hosting control objectives and activities are in place, enforced and operating effectively to protect critical data from an unauthorized breach. Only authorized data recovery engineers have access to your data. Once the recovery process is complete, data is stored on our certified secure network until the integrity of the recovered data is verified. Custom solutions are offered for recoveries on encrypted files and drives. Data is protected during transit to and from our facility. Should instant access of recovered data be required, data is transmitted via a secure FTP site. Secure and permanent data destruction is available upon request.

## Certified Experts in Recovering Encrypted Files

DriveSavers engineers have been trained and certified by leading encryption software manufacturers, including GuardianEdge, Utimaco/Safeguard, PGP and Pointsec/Check Point. A sector-by-sector image of

the source drive is created during the recovery process—your original data is never compromised. This image can be transferred to a target drive and returned with original encryption still intact or restored and decrypted at DriveSavers to verify its integrity. Recovered data can be returned to the customer either encrypted or fully decrypted. DriveSavers engineers are qualified to handle encryption keys properly and safely.



## High Security Service Available

Our High Security Service adheres to US Government security protocols. A Confidentiality Agreement is endorsed if required; the recovery is

given top priority; media is kept in a high-security, Class 5 Mosler Safe during non-working hours; no data is ever stored on our network; copies of the recovered data are shipped via two different bonded courier services; all devices are tracked with chain-of-custody documentation throughout the data recovery process.

DriveSavers can customize data recovery solutions to meet the most stringent security requirements.

We stand ready to meet the data recovery challenge of any government agency.



**Lost critical data?  
Call 800.440.1904  
GSA Schedule #GS-35F-0121S  
NAICS Code: 541519, 518210, 519190**

Data Recovery Solutions for Government

# Protect Your Valuable Data

*“If the data wasn't recovered, we would have been illegal in the eyes of our major command.”*

– Dean Johnson, Air Force Systems Administrator

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 and spikes.
- Power down and take extreme caution when moving computers.
- Avoid static electrical charges when touching or handling the media, especially in arid environments.
- Train users to report any unusual noises and power down immediately if a drive makes scraping, tapping, clicking or humming sounds.

## When Disaster Strikes

- If possible, back up 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. Using off-the-shelf diagnostic tools 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.
- We offer the fastest standard turnaround time in the industry, at 24 to 48 hours, and our Data Recovery Advisors are available to support you 24/7/365.

## 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.

**Lost data? We can save it!®**

- All Media
- All Operating Systems
- All Types of Data Loss
- Manufacturer Authorized
- Priority (Same Day) Service Available
- GSA Schedule #GS-35F0121S

## Certified Secure Data Recovery

- SAS 70 Type II Certification
- Certified Secure Self-Defending Network
- Certified ISO-5 (Class 100) Cleanroom
- Engineers Certified to Recover Encrypted Data
- High Security Service Available
- DOD-approved Degaussing Service

## Data Privacy/Data Security Compliance

- NIST SP 800.34 (Rev.1)
- Data-At-Rest Mandate
- HIPAA
- FERPA
- SOX
- GLBA
- ISO 27002
- PCI

## Data Recovery Advisors Available 24/7

- 800.440.1904
- 415.382.2000
- International: Your Access Code+888.440.2404
- [www.drivesavers.com](http://www.drivesavers.com)

