

9 The Pavilions
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Data Clinic provide RAID recovery services from all types of server configurations including RAID 5, RAID 0, RAID 1, RAID 6, and from all operating systems. We can recover your data through our secure remote services or offsite. Our emergency turnaround times mean that we can have your data back to you within a number of hours.

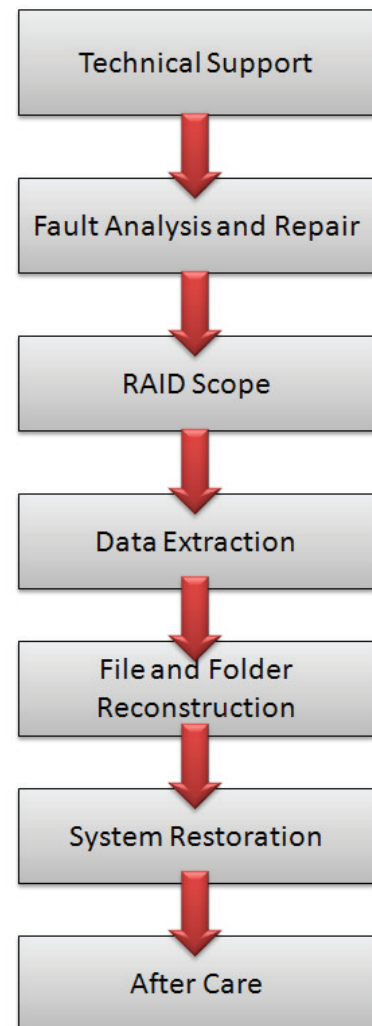
Features

- Dedicated tech project manager
- Expert, security cleared staff
- Quality six stage ISO 9000 registered process
 - Tech Support
 - Fault Analysis and Repair
 - RAID Scope*
 - Data Extraction
 - File and Folder Reconstruction
 - System Restoration
- 24X7 rapid service response
- Class100 clean air and antistatic workshops
- Leading edge tools and test gear
- Secure networks and facilities
- Forensic procedures when needed
- System restoration support
- Remote and Onsite Support
- Progress reporting
- After Care program

Benefits

- Recovery Management & Planning
- Minimise System & Business Downtime
- Comprehensive Scale of Charges
- No Open Ended costs
- Security, Availability and integrity

*See RAID Scope service description.



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Multiple disk systems such as RAID's record where and how data is logically stored in configuration tables written across all physical disks. Often when business data corruption has occurred this system data is also corrupt. In these circumstances the system configuration must be restored in order to read and extract business data files such as documents and databases etc. Dependent upon the operating system, hardware configuration and failure type Data Clinic Technical Support department can analyse corrupt system files and rebuild a specific configuration.

Features

In Lab (your system delivered to our central laboratory)

- Data Capture
- Data Transfer
- Secure Data Storage
- Configuration Data Analysis
- RAID Configuration Rebuild
- File Testing
- RAID Configuration Restoration
- Full System Testing

In Situ (your system remains on site)

- Remote System Access (application load needed)
- Remote Data Capture
- Remote Data Transfer *
- Support Centre Secure Data Storage
- Support Centre Configuration Data Analysis
- Support Centre File Testing
- Remote RAID Configuration Restore
- Full System Testing Support

*Approx 2 GB's to transfer *