

The Data Recovery Process.

As you would expect from an ISO accredited company, Data Recovery Specialists maintain the highest internal processes and procedures to safeguard your data. Within minutes of receipt in the laboratory, a diagnostic survey is completed by our Initial Assessment Technicians. They may be able to recover your data with no other intervention, often within 24 hours. In more complex or unique cases, your media may be passed to our Continued Assessment or Specialist Teams.



Stage 1.

Timescale: > 24 hours

Typical Price: £200 +

Tools: PC3K, UDMA software, forensic decryption software

The Initial Assessment team will analyse your media to determine the nature of the failure. Using PC-3000UDMA technology and proprietary data extractors, they will diagnose the exact nature of the problem and complete the recovery, if no intrusive intervention is required.

Where media requires donor parts, micro-soldering, decryption or where corruption is severe, your media will move onto Stage 2. Complex or proprietary media configurations such as RAID and legacy tapes may be passed straight onto a specialist in Stage 3.



Stage 2.

Timescale: > 72 hours

Typical Price: £400 +

Tools: Clean room, head swap tool kits, parts library, micro-soldering and stereoscopic microscopes, PC spider-board adaptors, JTAG chip-off readers

The Continued Assessment team will re-analyse your media to confirm the initial findings. They specialise in more complex logical and firmware corruption, severe head crashes, media degradation, stiction, mechanical failures and electronic issues.

Each Continued Assessment Technician specialises in a specific data recovery technique such as head replacements, JTAG chip off forensics, PCB micro-soldering or decryption algorithms.



Stage 3.

Timescale: > 96 hours

Typical Price:

Our Specialist Assessment teams are involved in technically challenging work and proprietary or legacy formats. These technicians are highly specialised in modern unprecedented hardware formats such as RAID virtualisation, proprietary SSDs and helioseal hard drives, as well as raw software formats from binary and hexadecimal to ASCII and further.

Much of their work is devoted to Research and Development which may be used in future data recovery applications, or on our client's own data recovery complications.