



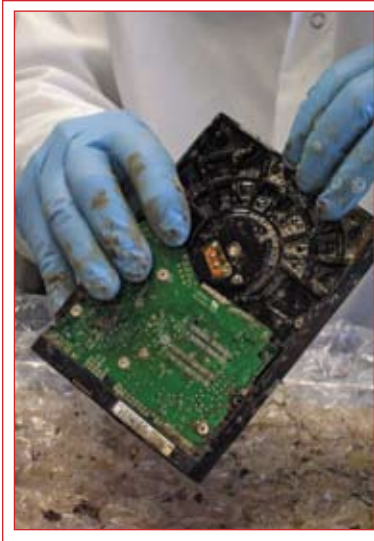
CASE STUDY

The Salvation Army Milwaukee, WI



LOST! Accounting files for 40 offices. Drives submerged in chemical-laden waters.

Data Loss Situation



When a water main broke in the Salvation Army's basement, one million gallons of water submerged the agency's six servers. Divisional IT Manager, Rich Thorne, received the shocking news on Sunday morning. When he arrived at the site, Thorne wasn't prepared for the magnitude of damage he found. "I expected to see a foot or two of water, but when I got there, every computer, server and desk was under water," said Thorne. If that wasn't bad enough, the water had mixed with hydraulic fluid from the elevator. "Everything in the basement was coated with slime."

The drowned disks contained compressed files that were scheduled for off site backup in just a few days. The data that hung in the balance included a month's worth of spreadsheets, documents, accounting and email files for 40 offices. Losing this information would seriously hamper the nonprofit's internal operations.

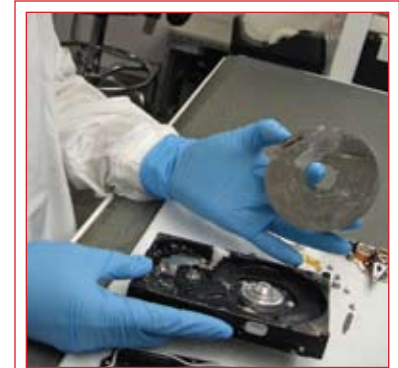
Data Recovery Solution

The drives, three 500 GB and one 160 GB, arrived at DriveSavers covered with filth. "Our first challenge was to clean them thoroughly in our new triage area so they could be brought into the ISO 5 Cleanroom," explains Cleanroom Manager, Ed Sit. The cleanroom engineers were able to get three of the badly damaged drives functional and the data recovery was completed in less than 24 hours! "I told DriveSavers we'd be doing back flips when we cut the check," said the relieved Thorne.

We Can Save It!

Since 1985, DriveSavers has recovered data from hard drives and other storage media that have been dropped, burnt, crushed, corrupted and drowned. With our technologically advanced ISO 5 Cleanroom and our highly trained and certified engineers, we consistently rescue data others deem lost forever. And...we offer the fastest standard turnaround time in the industry, at 24 to 48 hours!

"It wasn't until I saw the oil slick that I fully realized the impact. It was like a chemical sewer. The IT infrastructure was totally destroyed, including the cabling," said Divisional IT Manager, Rich Thorne. "Fortunately, I found DriveSavers. With their advanced technology and their experienced engineers, they were able to rescue the data safely."



Protect Your Valuable Data

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.
- 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 (i.e., turning the computer off and on, using over-the-counter diagnostic tools), as this 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.
- Contact DriveSavers for recovery advice. Because of the broad range of complex operating systems—such as Windows, Mac OS and UNIX—using utility software can potentially cause data loss.

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.

Never Assume Data is Unrecoverable

DriveSavers has successfully recovered data from thousands of drives with extreme physical and logical damage. If you've lost critical data, DriveSavers recovery service is your best and safest option.

- SAS 70 Type II Data Security Certification
- Cisco® “Defense-in-depth” Network
- Certified ISO 5 (Class 100) Cleanroom
- Certified Encryption Recovery Engineers
- HIPAA Compliant
- High Security Service Available
- GSA Schedule #GS-35F-0121S
- Cage Code: 04PC0
- Manufacturer Authorized
- All Media—All Storage Devices

Call a DriveSavers Data Recovery Advisor

- 800.440.1904
- 415.382.2000
- www.drivesavers.com

