

## DATA RECOVERY PROCESS

### Free Phone Consultation

- Assess data loss to determine best, most cost effective solution and pricing options
- Provide data recovery service method and service level options
- Review pricing options including fixed, nominal evaluation fee and price range for data recovery service
- Deliver service agreement form detailing service and pricing options

Next, you decide if you'd like to proceed with pre-recovery evaluation based on the consultation. Upon receipt of the signed service agreement, our Data Recovery Engineers begin the pre-recovery evaluation.

### Pre-Recovery Evaluation

- Analyze media and damage to determine condition of data
- Deliver report which allows you to view all of your recoverable files before deciding to proceed with data recovery service
- Report delivered in as little as 6 hours and typically within 24-48 hours depending on service level selected
- Provide guaranteed fixed price for data recovery service along with recovery service agreement form

The consultation and evaluation process enables you to make informed decisions about your data recovery needs.

### Data Recovery Services

- Engineers perform repairs and recovery of data using over 120 proprietary tools

### Post-Recovery Support

- Deliver recovered data on media of choice (external hard drive, CD, DVD, etc.)
- Return recovered data within time requested based on method and service level selected by you
- Assist with recovery of data

## DATA RECOVERY SERVICE OPTIONS

Following your free phone consultation and comprehensive evaluation, which lists all your recoverable files, you select from a variety of service methods and service levels.

### Data Recovery Cleanroom Services

- Data recovery performed in secure cleanroom labs - designed for opening hard drives and other devices – in as little as 24 hours.
- Cost effective solution for complex and extreme situations where hardware is not functioning properly or is damaged (unusual noises, grinding, blank screen, etc.)



| Office: (512) 551-3535 |

## Service Levels

American Technology Systems offers several service levels to accommodate every situation, budget and urgency. Turnaround times are dependent on the complexity of the data loss and reflect typical or average turnaround times.

<b>Service Level</b>	<b>Step 1 - Evaluation</b>	<b>Step 2 - Recovery</b>
	<u>Evaluation Report</u> Delivered to You	<u>Recovered Data</u> Delivered to You
<b>Standard</b>	24 - 48 hours	3 - 5 business days
<b>Priority</b>	12 - 24 hours	2 - 3 business days
<b>Weekend</b>	12 - 24 hours	2 - 3 days
<b>Emergency</b>	6 - 12 hours	24 hours

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