

Ontrack Data Recovery Engineers Report New Storage Technology, Increased Data Capacity and Expedited Turn Times are Changing how Data Recovery is Performed

Sydney March 10, 2010 Kroll Ontrack, the leading provider of information management, data recovery and legal technologies products and services, today announced three data trends impacting how data recovery is performed. Specifically, Ontrack Data Recovery engineering reported that data recovery requests have increased in capacity seven fold since 2005. This coupled with significant storage architecture developments and faster turn-time requests require significant innovation beyond standard disk failure recoveries.

Specifically, Kroll Ontrack revealed the following data recovery trends:

1.) Data recovery from the cloud is a reality and a business necessity.

In 2009, the cloud became a viable storage option for corporations business critical data. Users of Internet-based services benefit from world-class technology services without being tied to dedicated computing infrastructure. While new technologies such as the cloud can provide ultimate storage optimisation, hardware is still at the root of the technology, making these alternative information solutions not exempt from data loss. As a result, one of Kroll Ontracks first cloud recoveries resulted from a company using the cloud to host a development and testing environment.

We accidentally detached one of the virtual storage volumes while in the cloud environment similar to pulling a cable from an operational volume. When it was reconnected, the Windows host reported the volume as unallocated space, so we could not mount the volume, said Accius President Douglas Moore. After contacting our cloud vendor to see what could be done, they said the only way to recover the data was to use a data recovery company and recommended Ontrack Data Recovery services by Kroll Ontrack. Time was business critical and re-creating/re-building the data would have added significant time to the project time we did not have. Leveraging Kroll Ontracks proprietary Ontrack Data Recovery Remote Services, the damaged cloud storage volume was repaired and back up and running within four hours.

2.) Data recovery requests from virtual environments are dramatically increasing and human error is the primary cause.

Virtualisation software enables organisations to consolidate operating systems and increase productivity for computer hardware, offering significant benefits and cost savings. However, given the increased consolidation of valuable data on one system, data loss is more destructive, making efficient and effective data recovery more critical. As a result, data recovery requests from virtual environments rose 58 percent in 2009 over 2008. Of the data recoveries Ontrack Data Recovery engineers performed on virtual environments in 2009, 87 percent were the result of human error, reinforcing the intricacy associated with implementing, managing and/or migrating to a virtual environment.

Virtual storage is a complex world. Consequently, human error is often the culprit of data loss from a virtual environment, said Adrian Briscoe, General Manager APAC, Kroll Ontrack. Critical to our customers is not only our ability to perform these recoveries successfully, but also our ability to do so remotely; we are able to perform damaged volume recoveries while other volumes on the same system remain operating without impact.

3.) Small offices home offices (SOHO) are the biggest drivers of data capacity growth.

From 2005 to 2009, the worldwide Ontrack Data Recovery team increased the total amount of data recovered from 3.2 petabytes in 2005 to 14 petabytes in 2009. The SOHO market segment was the biggest driver of the increase in data capacity.

Corporations in contrast to SOHOs are typically more selective regarding what to dispose and what to archive. Storage capacity, efficiency, cost, in addition to legal risk and regulations are common factors that drive what a corporation maintains and for how long, added Pederson. On the other hand, it is more common for SOHOs to comingle personal, large data files such as pictures, videos and music with business information, driving up the size of their data recovery requests. Regardless of business type or capacity, it is important to be able to provide an immediate solution to reduce not only the impact on business continuity, but to shield an entity from the ramifications of failing to comply with the regulations that bind them.

For more information about Ontrack Data Recovery and other solutions, visit www.ontrackdatarecovery.com

Through its Ontrack Data Recovery products and services, Kroll Ontrack is the largest, most experienced and technologically advanced provider of data recovery products and services worldwide. Using hundreds of proprietary tools and techniques, Ontrack Data Recovery solutions help businesses

and consumers recover lost or corrupted data from all types of operating systems and media and storage devices through do-it-yourself, remote and in-lab capabilities.

About Kroll Ontrack Inc.

Kroll Ontrack provides technology-driven services and software to help legal, corporate and government entities as well as consumers manage, recover, search, analyse, produce and present data efficiently and cost-effectively. In addition to its award-winning suite of software, Kroll Ontrack provides data recovery, paper and electronic discovery, document review, computer forensics, secure information services, ESI and jury consulting, and trial presentation services. Kroll Ontrack is the technology services division of Kroll Inc., the global risk consulting company. For more information about Kroll Ontrack and its offerings please visit: www.krollontrack.com; www.ontrackdatarecovery.com