



Ontrack® Data Recovery

Data Loss in Paradise

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When Uprising Beach Resort in Fiji experienced a problem with their RAID configured server, they knew that they had to act quickly.

Uprising Beach Resort's IBM server with a RAID 5 comprising of 5 SCSI hard drives failed. When the hard drives arrived at the Brisbane cleanroom it was found that one of the mirrored operating drives had failed with internal mechanical faults. The second OS was also reporting bad sectors. Kroll Ontrack took the three hard drives that constituted the data volume, images the hard drives and rebuilt the RAID.

Every single record

According to Alfred Christoffersen, Manager of Uprising Beach Resort, the server contained every single record of their operations since the day that they opened – property management, reservations, accounting, reporting and revenue, payroll – everything. “We did have an external backup” explains Christoffersen, “but it was a month out of date. Restoring it was not an option because it would not have had the last months' worth of data and reservations – we could have re-entered a lot of the missing data manually but it would have taken weeks and we didn't have that kind of time.”

So Uprising Beach Resort contacted Datec Fiji Limited who Christoffersen described as being Fiji's biggest and best IT company. Datec Fiji Limited are a part of Kroll Ontrack's Certified Partner Network, and after working on the server for 8 hours, they referred Uprising Beach Resort to Kroll Ontrack Data Recovery.

“I called Kroll Ontrack after their business hours and got through to an automated voice service. I left a message and within 30 minutes, Adrian Briscoe, the Office Manager, called me back” says Christoffersen.

Follow the sun

By that stage, Uprising Beach Resort's server had been out of operation for a full day and they were starting to run out of time. There wasn't enough time to wait for couriers so the hard drives were put on a plane with a staff member and flown to Brisbane. They arrived in the Kroll Ontrack office and clean room facility at approximately 3pm in the afternoon, and within two hours the client was given confirmation that the data was recoverable.

"From speaking to the client, I knew that his business would be in serious trouble if data was not restored quickly" explains Adrian Briscoe. "Due to our 'follow the sun' support abilities, our local engineers were able to image the hard drives and then send the images to teams in Europe and the US where they pieced the RAID back together. The critical data was then uploaded to the FTP and made available for the client to download."

10 out of 10

The recovery was 100% successful and every single file that was on the server was able to be recovered. When asked about the Kroll Ontrack service, Christoffersen said "communication was great I would say, there was response and we didn't have to sit around the resort waiting for communication or having to chase updates ourselves – we were informed about what was happening every step of the way."

Christoffersen continues on to state that Kroll Ontrack scored "10 out of 10 – communication, speed, response, recovery. I would definitely recommend their services to other businesses."

RAID Recovery Services

Kroll Ontrack can provide unmatched proprietary capabilities and resources when a RAID recovery is required. With almost 30 years of experience and the expertise of a global network of Research and Development Recovery Engineers, nobody gives you a better chance at recovering your business-critical lost data.

Call 1800 872 259 for an instant and obligation free data recovery consultation. Our priority is to prevent further data loss and make sure that you get your data back.

Our data recovery expert will assess your situation by:

- Confirming your hardware, RAID configuration, virtualisation software and back up procedure.
- Assess the data loss situation and possible failure points.
- Providing tips to prevent further data loss.
- Assess the possibility of a Remote Data Recovery.
- Advise on preparations for an in-lab data recovery.



For more information, call or visit us online.

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