

# Ontrack® Data Recovery

from **KROLL ONTRACK®**

## Ontrack® Data Recovery **vmware®** solutions



From the world's leading data recovery organisation comes the world's first and most comprehensive VMware data recovery service.

Utilising the technologies and expertise that have made our Ontrack® Data Recovery services the most trusted name in data management, we have now successfully developed the world's first VMware data recovery solution. At Kroll Ontrack we're uniquely positioned to help ensure that your organisation's virtualised data is always available.

### Real VMware benefits and virtual challenges

Among the primary business requisites facing IT Managers, System Architects and Consultants are: finding cost-effective methods of IT infrastructure utilisation; delivering improved responsiveness to new business initiatives; and becoming more flexible in adapting to organisational and regulatory changes. Taking these issues into consideration, the benefits of employing Virtual Data Centres (VDCs) and VMware virtualisation software are clear, but so are the challenges.

Despite advances in server hardware consolidation, CPU processing distribution, and the virtualisation of storage devices, data loss is still prevalent within any virtualised infrastructure. Virtual systems are often more unstable given the increased consolidation of valuable proprietary data on one system.

### Common causes of VMware data loss

- VMware vStorage VMFS volume corruption.
- Deleted VMware vStorage VMFS volumes.
- Virtual Machine Disk Format (VMDK) corruption.
- Traditional RAID and hardware failures.
- Deleted or corrupt files contained within virtualised storage systems.

**vmware®**

### Virtualised infrastructure benefits

- Hardware-independence of operating system and applications.
- Pooled system resources.
- Increased system speed and efficiency.

### Virtualised infrastructure challenges

- Initial implementation issues of an additional 'layer' being added to the central infrastructure.
- Increased consolidation of data.
- Difficulties in defining a root cause in the event of a performance or outage problem.
- The need for more sophisticated data backup and recovery protocols.

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## ■ Solid solutions for virtual data management

“Over the next twelve months we will see virtual environments adopted by an increasing number of organisations. It is essential that water-tight disaster recovery plans are in place before we enter this new and exciting technology era.”

*Robert Bloomquist, Principal Data Recovery Engineer, Kroll Ontrack*

Our unrivalled expertise in data recovery has meant that we are the world's first organisation to offer VMware data recovery capabilities.

With our Ontrack Data Recovery engineers and an unmatched suite of custom data recovery tools, your VMware data loss can be evaluated and recovery initiated in a matter of hours via our in-lab, onsite or exclusive Ontrack® Remote Data Recovery™ services.

### Ontrack Data Recovery services can recover data from the following situations:

- Corrupted or re-formatted VMware vStorage.
- Corrupt VMFS volumes.
- Corrupted VMDKs.
- Deleted VMDKs.
- RAID or other hardware failures.
- Accidental data deletion.

### ... and from the following VMware systems:

- VMware Infrastructure 2 & 3 (ESX Server).
- VMware Server (GSX).
- VMware Workstation (all versions).

### Kroll Ontrack - World firsts and the facts



- In 1985, we successfully performed the first ever data recovery operation and have continued to lead the data management sector ever since.
- With offices in more than 20 countries and over 150 engineers worldwide, we offer data recovery solutions in 13 languages.
- With our unrivalled expertise and investment in R&D, our Ontrack Data Recovery engineers use up to 120 proprietary tools to help recover data.
- We offer the world's only Remote Data Recovery service.
- We offer the world's first and most comprehensive VMware data recovery solution.

### Ontrack Data Recovery Services

- **Ontrack Remote Data Recovery:** With a lab quality recovery, delivered via a secure modem or internet connection, data from your functioning laptop or desktop can be recovered the same day.
- **In-lab Services:** With service levels including Emergency (12-24 hours), Express (2-3 days) and Standard (3-5 days), we have an in-lab data recovery option to match your organisation's needs.
- **Onsite Service:** With time-critical or confidential data, our network of over 150 data recovery engineers in 20 worldwide laboratories are available to diagnose and recover your data onsite.
- **Ontrack® PowerControls™ software:** Find, recover and restore Microsoft® Exchange and Microsoft® SharePoint® Server data. Operates in virtual environments.

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