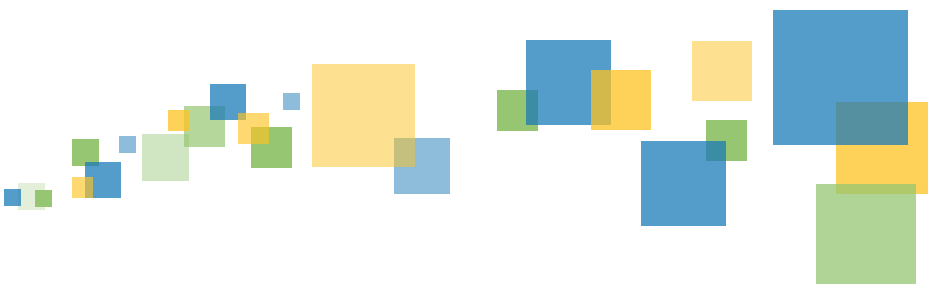


# Get your customer's data back!

## Ontrack® Data Recovery Job Registration Portal

[www.ontrackdatarecovery.com/asp](http://www.ontrackdatarecovery.com/asp)



# Program Benefits

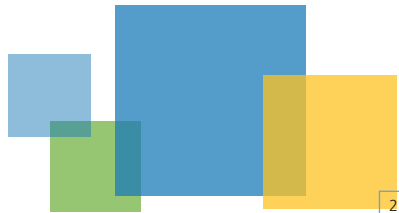
Kroll Ontrack and its Ontrack Data Recovery team have developed an online portal specifically designed to meet the needs of Apple service providers and their customers.

- Fast, efficient online job registration
- Automated reporting to Apple
  - No impact on Service Excellence
  - KBB return window extended
  - Data recovery parts excluded from KBBTAT scoring
- Sales and marketing tools to grow business
- Professional service by recognized industry leader
- Over 30 locations and labs worldwide
- 24/7 emergency service for customers
- New, innovative solutions for customers



# Customer Benefits

- Free inbound and outbound media shipping
- Free comprehensive evaluation
  - Receive detailed file report
  - Shows which files can be recovered
  - Provided prior to authorization of service and fees
  - Allows customer to make informed decision
- No recovery, no fee policy
- Real-time, 24-7 online job tracking
- Service options to fit all budgets and timelines
- All Apple warranties remain valid
- 24-7-365 multi-lingual customer service
- Access to Apple Certified engineers with extensive recovery experience



# Job Registration

[www.ontrackdatarecovery.com/asp](http://www.ontrackdatarecovery.com/asp)

## 1 Have the following available

- Store/Ship To Number
- Apple Tech ID Number
- Repair/Confirmation Number

## 2 Complete and submit online form

Choose from two customer service options

- Customer works directly with Ontrack Data Recovery team
  - Enter customer's contact information in portal
  - You and your customer receive status communications
- You work directly with Ontrack Data Recovery team
  - Enter your contact information in portal
  - You receive status communications

## 3 Ship media to nearest Ontrack Data Recovery lab

- Shipping tips – see page 4
- Lab locations – see page 5

Following registration, you will receive an email confirming receipt of the media along with a link to the job status portal.

Following the recovery service, we will return the recovered data and original media to the shipping address provided at registration.

# Shipping

Ontrack Data Recovery offers free overnight inbound and return shipping for Apple customers.

*Note: Ontrack Data Recovery representatives will provide all necessary shipping details during service.*

## Lab locations

See next page

## Packaging tips

- Use box large enough for media and packing material to protect media
- Anti-static bags, bubble wrap or foam provide additional cushion
- Package storage media tightly to prevent movement during transit
- Include service authorization inside the package



# Lab Locations

## **NORWAY**

Ibas AS  
Postboks 1250  
Arkoveien 14  
2206 Kongsvinger  
Tlf: 62 81 01 00  
recovery@ibas.no

## **DENMARK**

Ibas Danmark ApS  
H. P. Christensens Vej 1  
3000 Helsingør  
Tel: 70 22 34 00  
recovery@ibas.dk

## **SWEDEN**

Ibas Laboratories AB  
Box 1005  
751 40 Uppsala  
Tel: 018 10 44 40  
recovery@ibas.se

## **FINLAND**

Norman Ibas Oy  
Läkkisepäntie 11  
00620 Helsinki  
Tel: +358 9 2727 210  
ibas@norman-ibas.fi

## **THE NETHERLANDS**

Kroll Ontrack  
Netherlands  
Holland Office Center  
Kruisweg 825c  
2132 NG Hoofddorp  
Tel. 0800 5 765 565  
info@krollontrack.nl

## **WORLDWIDE LOCATIONS**

[www.ontrackdatarecovery.com/data-recovery-locations](http://www.ontrackdatarecovery.com/data-recovery-locations)

# Ontrack Data Recovery Process

After registering a data recovery job via the online portal, here's what your customer can expect...

## Step 1 – Free initial consultation

- Service and pricing options
- Instructions for free shipping of storage media
- Service authorization

## Step 2 – Free evaluation and file report

- Engineers determine condition of every file
- Customer receives complete file listing report
  - Shows recoverability of every file
  - Provided prior to authorization of service and fees
- Guaranteed fixed price quote for recovery

# Ontrack Data Recovery Process

## Step 3 - Recovery service

- Engineers recover lost data using proprietary tools
- Track real-time recovery progress with Ontrack Online Job Tracker

## Step 4 - Data returned to customer

- Recovered data is returned to the customer on external hard drive(s)
- Simple instructions provided to access and reinstall data
- Free post-recovery customer and technical support available



# Contacts

## Phone numbers

24/7 Data recovery help

The Nordics: +47 62 81 01 00

The Netherlands: 0800 5 765 565

## On the web

Data recovery portal for Apple service providers

[www.ontrackdatarecovery.com/asp](http://www.ontrackdatarecovery.com/asp)

