

Forensics Laboratory & Class 100 Cleanroom Based Data Recovery Service.



Types of Failures



Logical Failure

- Delete files wrongly
- Boot failure
- Data loss due to formatting/OS upgrade
- Database failure
- Unusual encryption



Physical Failure

- Wear and tear of parts
- Collision
- Flooding
- Fire
- * Open case checking or chip-off data recovery may be needed

Class 100 Cleanroom

As to maximum the chance of recovering your data, DataExpert is beware on every step may affect the possibility of data recovery. The contaminants in the air can cause physical media damage and destroy the data if the hard disk open in normal surrounding. Therefore, DataExpert setup a **Class 100 Cleanroom** which ensures the **air contains no more than 100 dust particles per cubic foot** to prevent the physical damage.



Our advantages

- ✓ ISO/IEC 27001:2022 certified
- ✓ Chip-off data recovery for severe damage
- ✓ Class 100 Cleanroom
- ✓ Recovery for different types of media, OS and file

Our Promise

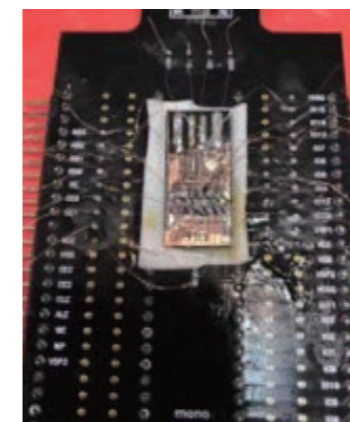
Your data is unparalleled safe in DataExpert

- DataExpert Technology Limited got **ISO/IEC 27001:2022 Information Security Management** certified by BSI under certificate number IS 642998, for the scope of "The provision of data recovery and disposal services".
- We shall treat all material supplied by the client as confidential and shall not divulge any confidential information to any person.
- All employees in DataExpert have signed NDA and guarantee not to disclose any client information.



Chip-Off Data Recovery

For the severe damage, we need to remove the chips from the failed devices and read the chip contents by flash data recovery tools.



Support Types

Media

- Hard drive, micro drive, RAID, NAS, SAN, etc
- CD/DVD/Blue ray optical disc
- PC, tablet, cellphone, smartphone
- SSD drive, CF, SD card, Mico SD, MS, USB drives
- Magnetic tape (DLT, LTO etc)
- Digital albums frame, MP3/MP4 player, PDA
- iMac, Macbook, Powerbook, iPhone, iPad, iPod, etc
- SyQuest, MO, JAZ, ZIP, floppy diskettes

OS

- Windows 2000/XP/Vista/7/8/10/11
- Windows 95/98/98SE/ME
- Mac OS
- Unix, Linux
- Novell NetWare
- All database systems
- Windows NT/Server2003/Server2008/Server2012
- DOS/Windows 3.X
- APFS
- iOS, Android, Windows Mobile, Symbian, etc
- OS/2

File

- Pictures and videos
- Browsing history
- Instant messengers
- Peer-to-peer software
- System files
- Emails
- Mobile applications
- Office documents
- Windows registry
- Encrypted files

Implementation Plan

Service	Stage 1: Analysis	Stage 2: Data Recovery
Priority	1 - 2 workdays	1 - 2 workdays
Standard	3 - 4 workdays	3 - 4 workdays
Onsite	1 workday	1 workday

Work Flow



Consultancy

- Contact your consultant by sending email to info@dataexpert.com.hk or calling at **+852 3590 2115**.
- **No consulting fee.**



Media Collection

- Hand over your media to DataExpert office, or Media Collection
- Make an reservation of onsite collection (**free of charge**)



Analysis

- Analyse the media to find out the cause of fault.



Analysis Report & File List

- Generate a list of file that can be recovered.



Data Recovery

- IT engineer will recover the files assigned by client.



Delivery

- We will return the original media and a new media with recovered files to client.



Technical Support

- All recovered data will be **kept for 30 days** before permanently deleted, feel free to contact us for futher

Case Study



Hard disk data recovery for a school fire

In 2007, there was a fire in a Hong Kong secondary school. The server which contained all final exam questions were burnt severely and some of the hard disks were burnt or deformed. DataExpert tried to recover the data by open case data recovery in Class 100 Cleanroom and RAID data recovery. Finally, 50% of the data were recovered successfully which included all the exam questions.