



# Data Medics | Data Recovery

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## Understanding the Data Recovery Process

Data recovery is a term describing a large number of unconventional methods of accessing data that has become “lost” or inaccessible through conventional means due to hardware/software malfunction or due to user error. While many methods have excellent success rates, all techniques pose some risk to the data. There is no 100% proven technique to recover data that works in all cases, and in some cases data recovery is impossible. Examples of such cases would be hard drives with severe media damage, severe service area corruption, or data which has been overwritten.

Concerning conventional hard drives, the process of data recovery generally involves repairing the original drive to a semi-functional state where the data can be extracted using specialized equipment. Contrary to popular belief, there is no current technology capable of reading hard drive platters (disks) independent of the original hardware. This is primarily due to the fact that no two hard drives are exactly the same. Since hard drives operate on a microscopic level, they require precise calibration and adaptive data to compensate for manufacturing imperfections. This calibration/adaptive data is stored within the hard drive and is necessary to translate the data contained within it.

Upon completion of the hardware level data extraction process the logical recovery begins. This is the process of extracting files and folders from the recovered data. While in some cases it may be possible to construct a bootable clone of the data, most often damaged areas of the media (bad sectors) will cause some damage which is likely to prevent the system from booting. Thus, in most cases some files/folders will be lost and it will be necessary to re-install the operating system and programs if such were contained on the drive.

**It is up to the customer to reinstall programs and re-integrate the recovered data. None of our data recovery service tiers include such services.** At times we may offer to perform minor file repairs to files such as Microsoft Office files, database files, or other file types. Such services are only performed as a convenience and are not a part of the quote nor are they guaranteed or promised in any way. It is ultimately the responsibility of the customer to obtain the help they need to re-integrate recovered files and repair corrupted files as necessary.

Data Medics only guarantee is that a minimum of 70% of the files will be successfully recovered or the customer will have the option to reject the recovery and not pay.