

# ActionFront Partner Data Recovery Techletter



## ActionFront Uses SignalTrace™ Technology in First Client Cases

ActionFront is pleased to announce the deployment of SignalTrace™ into regular production and the first customer recoveries using this revolutionary drive-independent technology. SignalTrace™ technology can recover data from media that is so severely damaged it cannot be addressed by traditional recovery methods. By replacing the exacting, optimized signal processing and positioning functions of 'hyper-tuned' disk drives with custom hardware, software and algorithms to precisely locate particular sectors of data, SignalTrace™ recovers each user bit individually – independent of the drive's specific hardware.

In his white paper entitled "Recovering Unrecoverable Data, The Need for Drive-Independent Data Recovery," Charles H. Sobey, Chief Scientist of ChannelScience stated that "SignalTrace™ is the only solution known to date that can recover user data from modern previously un-recoverable drives."

"We are extremely proud to be the first to offer this solution to businesses and individuals who otherwise would have never gained access to their valuable data," stated Christian Sorensen, ActionFront's Vice President of Technical Operations. "We are looking forward to leveraging Seagate's drive engineering expertise and resources in our continued advancement of SignalTrace™ technology."

## Proud to be a Seagate Company

ActionFront Data Recovery Labs is now a fully-owned subsidiary of Seagate Technology, the world's leading hard drive manufacturer and innovator. As a last line of digital defence for data loss, Seagate has enhanced its data protection offerings by introducing data recovery as a separate service from Seagate's limited warranty.

Following a comprehensive, world-wide search for a partner with which to provide data recovery services for all media brands and formats, Seagate selected ActionFront.

"ActionFront Data Recovery stood well ahead of its competitors in the areas of recovery success rates, server recovery expertise, R&D commitment and customer service excellence," stated Mark Grace, Senior Vice President, Seagate Sales Operations and Services. "In addition, ActionFront was the only data recovery organization that had implemented a structured quality management system with ISO 9001:2000 certification." The highly successful launch of Seagate Data Recovery Services, under contract with ActionFront, was followed by Seagate's acquisition of the company in late 2005.

## ActionFront Europe Opens for Business

Responding to regional customer demand, ActionFront will be opening a new state-of-the art facility in the Netherlands in early July. The Amsterdam area center will provide ActionFront's professional data recovery services and technology to the European marketplace.

ActionFront's European operations will adhere to the organization's ISO 9001:2000 guidelines to ensure procedural and quality excellence for all cases. The center's staff of highly experienced and professional technicians will also provide 24/7 Critical Response services for all media brands. ActionFront's presence will provide Europe's IT community with a clear, new choice for advanced, in-lab data recovery services.

Although ActionFront has been serving the European community for a number of years, our physical presence in Europe will enable us to support local customers even more efficiently than before. Until now, ActionFront had served all customers from its full service labs in the United States and Canada. The new European facility is part of our ongoing expansion of global operations and our commitment to provide optimum service to customers around the world.