

June 2005

# ActionFront Reseller Data Recovery Techletter

## Avondale Mills Data Recovered by **ACTION FRONT**

*January 6<sup>th</sup> Train Wreck and Chlorine Spill  
Could Have Threatened Firms' Business Continuity.*

**Atlanta, GA, February 24, 2005 - ActionFront Data Recovery Labs, recently assisted Avondale Mills to recover from a major disaster.**

The headline in the Augusta Chronicle on January 12, 2005 could not be any more definitive:

*"Avondale Mills' Electronic Records Destroyed in Wreck"*

This was a follow-up story about the January 6, Graniteville, SC train disaster that precipitated an evacuation and caused nine deaths. The wreck also destroyed computers in seven Avondale sites including the company's data processing centre, located just yards from the wreck site. Included in the lost data were production programs and the company's financial records.

Due to the diligence of the IT team at Avondale, it turns out the bad news in the headline was premature. While 90 tons of chlorine gas from the massive wreck destroyed all the circuit boards, cabling and other parts in the servers, virtually all of the data was in fact recovered.

Acting on the recommendation of Restoration Technologies Incorporated, Avondale's CIO Barry Graham located ActionFront Data Recovery Labs and engaged their 24/7 Critical Response Team for the assessment and possible recovery of one of the damaged servers. Soon after the authorities allowed access to the wreck site, ActionFront's Atlanta lab received the set of damaged drives and went to work. The non-functional server-drives all suffered extensive corrosion and looked like 'complete write-offs' at first glance. Happily it turns out the corrosion had not seriously compromised the platters (internal disks in the hard drives) or the data on those platters. Wearing protective equipment to shield themselves from toxic materials, the data recovery specialists first removed all damaged parts and cleaned up the drives. Circuit boards and other parts that matched the damaged drives were located in ActionFront's massive parts inventory (20,000

drives and counting) and the drives were revived long enough to access the still-readable raw content and make close-to mirror-image quality copies. ActionFront then used the images to rebuild the data into usable files.

Encouraged by the first success, Avondale hand delivered additional sets of server-drives for recovery. Ultimately, the data from 21 servers (over 100 drives) was recovered in the space of 2 weeks as the Avondale employees travelled back and forth between Graniteville and Atlanta and multiple ActionFront teams worked 24/7 on the damaged media.

ActionFront procured additional parts and equipment as needed and the teams solved many new problems, including working with varied enterprise storage architectures that added complexity to the process.

Mr. Graham says "Of course we could have rebuilt our servers from our backups but we would have lost our most recent transactions and changes. Working with ActionFront meant that we could restore up-to-date and complete data-sets, greatly enhancing our business continuity"

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Avondale has overcome many challenges in the wake of such a tragedy. Thanks to ActionFront, the potential data loss issues were quickly resolved.

### About ActionFront

ActionFront Data Recovery Labs is a leading company recovering lost information from downed or inaccessible computers, backups, servers and corrupted or deleted file sets. Serving thousands of personal and business customers each year since 1989, lost data is retrieved from all types of digital media including hard drives, tape cartridges, photo cards, network servers, (RAID, NAS, SAN), tape autoloaders and optical jukeboxes and from corrupted file sets in software platforms such as SQL, Oracle and Exchange Server. ActionFront is ISO 9001:2000 certified and serves customers from locations in Atlanta, Buffalo, Chicago, Dallas, Santa Clara, Toronto and Tokyo. For more information please visit [www.ActionFront.com](http://www.ActionFront.com). ■

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