### **Fast, Local, and ExpeDITED Data Recovery**

# **New Castle County Technical Services**

At New Castle, we recover data from all manufacturers of desktops, laptops, servers, external hard disks, solid state drives (SSD), RAID Arrays, NAS Units, and all other types of magnetic, and digital computer storage media. We have successfully recovered data from media that has been deleted, formatted, dropped, burned, drowned or failed due to physical malfunction. Not every device is recoverable, but we give it our all to make sure that if it is possible, we make it happen for you.

* **Locally owned since 2001.**
* **Experienced Staff.**New Castle engineers have a combined 60+ years of hands-on experience in physical hard drive repair.
* **All Makes and Models.**We provide data retrieval and file system repair of Windows, Mac, Unix, Novell, Linux and VMware systems.
* **Fast Service.**  Our New Jersey location houses an on-site ISO 5 (Class 100) Certified Cleanroom making it possible for New Castle to recover data from all types of storage devices and operating systems in as little as 24 hours.

**Our goal is to provide state-of-the-art data recovery services, secure facilities, and data confidentiality, while offering the most cost effective hard drive data recovery services available.** *We understand the importance of your company data and we'll do everything we can to retrieve your lost data*.

The best way to protect your small business from data loss is to always back-up your data. However, sometimes, data loss just sneaks up on you. It could be because of incompatible software, data corruption, hacking, accidental deletion or even a simple power surge or outage. Whatever the case, let us help you recover.

We know how frustrating it is to have hardware just fail. Workstations and other PCs all utilize disk drives to store data. When these storage devices fail; whether they are hard drives, removable magnetic media, or flash disks, you need options for the retrieval of data, vital or otherwise, that was lost when that device failed. By using state of the art clean room technology, we are able to maintain the air purity required to properly protect the extremely sensitive internal components of these devices while we attempt to recover your data. We support a full range of hard disk drives including EIDE, IDE, SAS, SATA, and SCSI.

Although we are most often able to recover data on a case-by-case basis, we hope you will also consider the importance of developing an enterprise-wide backup and disaster recovery plan, as described in the following summary.

# **New Castle County Technical Services**

# Preserving Data for the Life of Your Company

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here your company is concerned, data is your life. Think about it. Could you continue to operate for even a day without access to reliable data to support decisions and operations? We think not. And yet, how much time do you give to planning for backup and disaster recovery? It really isn’t a matter of if, but when you will experience data loss. Be prepared. And let New Castle help.

## Consider Moving Backup and Disaster Recovery to the Cloud

Whether you are an early cloud adopter or a skeptic, it is hard to deny the reliability, security, and scalability that it offers today. IT leaders are discovering the transformational potential of moving disparate workloads to a single cloud platform for greater efficiency and agility.

[Forbes](http://www.forbes.com/sites/louiscolumbus/2015/01/24/roundup-of-cloud-computing-forecasts-and-market-estimates-2015/#30dd5898740c) recently noted that by 2022, more than 60% of enterprises will have at least half of their infrastructure on cloud-based platforms. One approach gaining traction among IT leaders is leveraging cloud architecture for secondary workflows such as backup, archival and disaster recovery (DR) to the cloud. Traditionally, business have cobbled together multiple software solutions to address disaster recovery (DR), backup and archival as part of a larger data protection practice which is inefficient and costly.

Today, the public cloud offers greater efficiency for IT, more reliability for the business, and improved security for data. On top of the cloud’s security and scale benefits, consolidating workflows such as backup, disaster recovery, and other opportunities in the cloud can save enterprises anywhere from one-half to one-third of their costs.

## Learn About Backup Systems and Disaster Planning

If you are like most people, you have lots of insurance on yourself – health insurance, life insurance, car insurance, homeowner’s insurance, etc. And, if you are like a lot of businesses, you, unfortunately, have very little in the way of technology insurance. Business interruption and data loss are two of the very worst things that can happen to an organization, so why is it that so little thought is put into protecting against these awful possibilities?

A great deal of time and money goes into the design, deployment, and support of your IT environment. But if backup and disaster recovery hasn’t been at the forefront of your planning, you may find yourself wishing you had directed more attention to scenarios you previously thought “would never happen to me.”

You may be thinking, “We have a backup system, so we’re good.” You may be right, but …

* When was the last time your IT staff performed a file restore?
* When was the last time a full system restore was performed?
* Are you backing up only data files or full system applications as well?
* Is your backup system self-contained on your premises or does it feature some type of off-site service?
* What is the failure-to-recovery-time for your organization, and is that recovery time fast enough to avoid lost business?
* If you lost power to your facility, how long could you operate?
* If your phone system, telephone service or Internet connection failed, what’s your backup plan?
* If inclement weather rendered your office unusable, how would your operations continue?

These are just a few of the questions that are posed and addressed in a well-designed Business Continuity and Disaster Planning strategy. New Castle engineers are experts at aiding in the development and deployment of a sound strategy to protect against and recover from business interruption and data loss.

## Disaster Recovery vs. Backup. Which is right for you?

Data center downtime means an organization can’t serve its customers and it can’t execute transactions, leading, potentially, to thousands of dollars of lost revenue. Recent data shows that 76 percent of companies experienced an outage in the last year and only 13 percent of those outages were the result of natural disasters. Most “disasters” are related to human error and minor power outages, and the expectation is that data recovery should be fast. However, using a backup solution to meet business continuity needs is not good enough. Data backup is simply not a comprehensive information and application recovery solution.

Common examples of backup methods include off-site tape and cloud storage. Many companies think these methods will protect them if there’s an outage or a disaster. The unfortunate reality is that while backup is generally inexpensive and convenient, it does not ensure quick recovery when a disaster occurs – it only ensures that the data is stored somewhere and can be accessed – eventually.

### What Is Backup?

As you consider backup vs disaster recovery, begin with the basics. What is backup? In short, backup is copying your files to another disk. This can be through a tape backup, a secondary computer, or a cloud hosted backup solution.

It is important to have a backup solution in place. Backup protects your data in case of theft (a single laptop to office break-ins), employee accidents (deletion of an important file), or technical issues (crashed hard drive). With this protection, you can access a copy of your data and restore it easily.

### What Is Disaster Recovery?

Disaster recovery is like backup but is used for larger instances. A complete image of your disk drives and servers are mirrored. The image allows you to restore the system more quickly than reinstalling an OS and copying files.

Don’t get caught up on the term “disaster” and believe it has to be a major incident. A disaster can be your entire network crashes and your employees can no longer work for the day (or longer). With a disaster recovery plan, your employees can continue to work by using the mirrored system. With your employees set, your IT works on fixing the problem with the original network.

### We Are Here to Help

It is never too early to begin planning for the inevitable data loss your company will one day encounter. We hope this summary has been helpful and that you remember we are here to help in our community. Call on us any time.

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