



Data Recovery

Services by eTriage, a division of CD ROM Inc.



Also Available on GSA Contract 47QTCA18D00FJ

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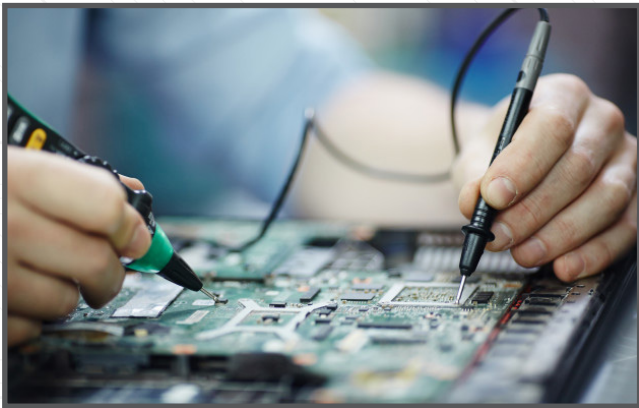
Our Services Include

- A no charge comprehensive analysis of your damaged electronic media
- Examination of CD, DVD, BR, HDD, SDD, flash, phones, tapes, ~~ anything with an electronic memory
- Rapid screening and triage service to determine viability of data retrieval possibilities
- Complex, comprehensive examinations of fatal flaws in media and prospect for recovery of critical data
- Retrieval of deleted data if it still exists.
- Rapid extraction of non-damaged files
- Friendly and knowledgeable advice
- Clear expert witness expertise available under separate contract options

Details of services and pricing

Initial Evaluation: Our service is comprehensive and includes equipment and software for spinning hard drives, solid state hard drives, flash drives of all makes, types and capacities, memory cards, CDs, DVDs, and Blu Ray optical discs. If it is electronic media of any type, for example the memory components of a cell phone, we will examine it at no cost to you. We examine your defective media and if recovery is possible with our in-house software and equipment, we contact you for permission to proceed. If the media is either beyond forensic recovery or requires laboratory level processing, we notify you for your instructions to either return your media or continue with the recovery effort. If we return your media, your only charge is the return freight, if any. If we advise a customer that their media is beyond recovery techniques, or the cost for recovery is prohibitive, we provide 100% green recycling services for free.

If we determine that the media is likely recoverable but only in our research branch, and you authorize laboratory level recovery, we bring the media to a secure site in our facilities and utilize a different set of tools requiring a special work environment. We pursue lab level recovery in three progressively more complex levels, **Recovery Levels I, II, and III.**



Details of services and pricing

Recovery Level I: is when our lab equipment and software can find and recreate some or all the original data and then copy the data to a 'dump drive'. This is done in a secure facility.

Recovery Level II: is defined as when we need to rebuild the electronic components in the defective drive or physically repair the damaged media. For example, hard drives with defective read heads will require the removal of either the platters from the defective drive or replacement of the read heads with new heads. Hard drives with non-functioning electronic components will require the replacement of the defective integrated circuits. This is done in a secure facility with vetted personnel.

Recovery Level III: Our specialized forensic laboratory equipment includes magnetic, atomic force, and specially designed optical microscopes capable of reading the digital signal on any type of electronic media in its native binary form. In addition to our world class hardware suite, we have unique customized software tools which can recreate the digital information from magnetic, solid-state, and optical discs damaged to varying levels. This highly specialized service is available for extremely valuable data. The cost for this level of service is quoted individually based on the individual project. This is done in a secure facility with vetted personnel.

If your media contains classified information, please contact us in advance for special instructions.



Details of services and pricing

Pricing for Magnetic Media and Solid-state Devices	
Initial Evaluation	No Cost
In-house Recovery	\$250.00
Laboratory Level Recovery I	\$499.00
Laboratory Level Recovery II	\$999.00 plus parts
Laboratory Level Recovery III	Quoted individually Per hour

Pricing for Damaged CD, DVD, and Blu-Ray Optical Discs	
Initial Evaluation	No Cost
In-house Recovery	\$250.00
Laboratory Recovery	Quoted Individually Per hour

Pricing for Memory cards, Flash, Damaged Cell Phones etc	
Initial Evaluation	No Cost
In-house Recovery	\$250.00
Laboratory Recovery	Quoted Individually Per hour

Pricing Per Hour	
Per Hour	\$250.00

Services



BASIC RECOVERY SERVICE

Pricing:- \$499.00

Click here [!\[\]\(c3d993ca47bfe2a953c700506ce31fa0_img.jpg\) to order this product on GSA Advantage](#)

Click here [!\[\]\(d66ff64371a51729ac8c1cdaa685ba6f_img.jpg\) to order this product on FedMall. Login to your account and go to Part # 201611.](#)

Basic level of recovery that will recover data using normal means. 66% of all recoveries. No Data No Charge. Includes free USB external hard drive and free CONUS return freight.

ADVANCED RECOVERY SERVICE

Pricing:- \$999.00

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Click here [!\[\]\(cf531ed27e91483460120fcc057b3901_img.jpg\) to order this product on FedMall. Login to your account and go to Part # 201612.](#)

Advanced level of recovery includes advanced firmware repair or replacement. 18% of all recoveries. No Data No Charge. Includes free USB external hard drive and free CONUS return freight.



MORE ADVANCED RECOVERY SERVICE

Pricing:- \$1599.00

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Click here [!\[\]\(3342c215b2a8b663596a81468d5dc314_img.jpg\) to order this product on FedMall. Login to your account and go to Part # 201612.](#)

Advanced level of recovery includes advanced firmware repair or replacement. 18% of all recoveries. No Data No Charge. Includes free USB external hard drive and free CONUS return freight.

Services



RAID RECOVERY SERVICE

Pricing:- \$500.00

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Click here [!\[\]\(4186b6ce3a1c83eabb297c1bfd00309c_img.jpg\) to order this product on FedMall. Login to your account and go to Part # 201614.](#)

RAID, physically damaged hard drives such as water, fire, dropped or other physical damage, Non-refundable \$500 assessment fee. Actual charges for recovery will then be "not to exceed" or NTE approved by customer in advance.

HOURLY RECOVERY SERVICE

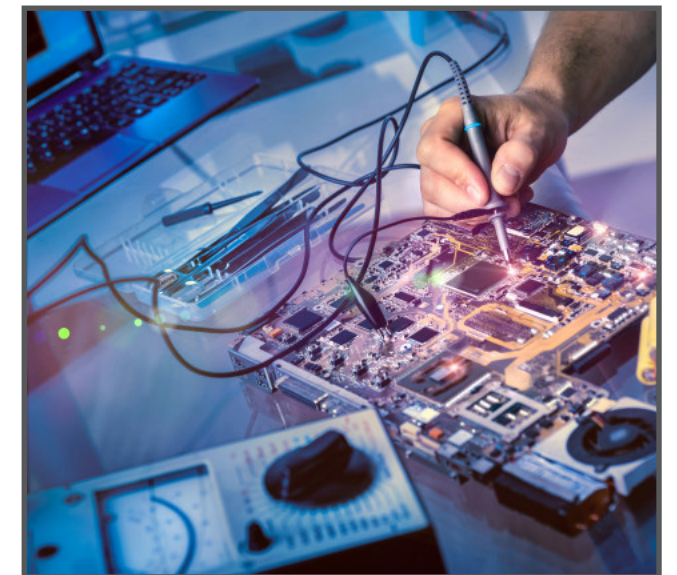
Pricing:- \$250.00

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Click here [!\[\]\(b626ca8a6876887fc3858e02aec38235_img.jpg\) to order this product on FedMall. Login to your account and go to Part # 201615.](#)

Hourly charge for physically damaged media such as cell phones, hard drives, SSDs, memory cards, etc. Per hour engineering charges that customer approves in advance from estimate.

Hourly charges are billed in 60 minute increments. This charge is for one forensic specialist and the use of forensic laboratory equipment and software. It is highly specialized work with highly specialized equipment. All personnel are heavily screened both for the quality of their technical competence but also for the specific background credentials they hold as individuals with a "need to know" basis for the information they process and the non-disclosure agreements they have signed with the company.





<h2 style="margin: 0;">Data Analysis and Recovery Services</h2> <h3 style="margin: 0;">Flash, Memory Cards, Cell Phones etc</h3>	
<p>eTriage, Inc.</p> <p>3131 E. Riverside Drive Fort Myers, FL 33916 Tel: 239.332.2800 Fax: 239.332.2808 info@etriage.us</p>	
<p>We provide the highest standard of protection for the media as well as the data content of the media you send us. We erase completely the information from our systems once we return the media and contents to you.</p>	
Name: _____	Company: _____
Address: _____ _____	City: _____ _____
State: _____	Phone: _____
Email: _____	Zip: _____
Description of Problems or Symptoms: _____ _____ _____ _____ _____ _____ _____ _____	
Platform: <input type="checkbox"/> Desktop <input type="checkbox"/> Laptop <input type="checkbox"/> Server <input type="checkbox"/> Other _____	Type of Flash Memory: <input type="checkbox"/> USB <input type="checkbox"/> Compact Flash <input type="checkbox"/> MultiMediaCard (MMC) <input type="checkbox"/> RS-MMC <input type="checkbox"/> Secure Digital (SD) <input type="checkbox"/> Mini SD <input type="checkbox"/> Micro SD <input type="checkbox"/> Intelligent Stick <input type="checkbox"/> Solid State Drive (SSD) <input type="checkbox"/> Other _____

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Data Analysis and Recovery Services CD & DVD & BR Optical Discs	
eTriage, Inc. 3131 E. Riverside Drive Fort Myers, FL 33916 Tel: 239.332.2800 Fax: 239.332.2808 info@etriage.us	
We provide the highest standard of protection for the media as well as the data content of the media you send us. We erase completely the information from our systems once we return the media and contents to you.	
Name: _____	Company: _____
Address: _____	City: _____
_____	Phone: _____
State: _____	Zip: _____
Email: _____	Fax: _____
Description of Problems or Symptoms:	

Platform:	Type of Flash Memory:
<input type="checkbox"/> Desktop	<input type="checkbox"/> CD-ROM
<input type="checkbox"/> Laptop	<input type="checkbox"/> CD-R
<input type="checkbox"/> Server	<input type="checkbox"/> CD-RW
<input type="checkbox"/> Other _____	<input type="checkbox"/> BD-R
	<input type="checkbox"/> BDRW
	<input type="checkbox"/> DVD-R
	<input type="checkbox"/> DVD-+R
	<input type="checkbox"/> DVD-+RW
	<input type="checkbox"/> DVD-RAM
	<input type="checkbox"/> Other _____



Data Analysis and Recovery Services CD & DVD & BR Optical Discs Con't.	
Capacity (DVD only):	Capacity (DVD only):
<input type="checkbox"/> Single Layer (4.7GB)	<input type="checkbox"/> Windows 95
<input type="checkbox"/> Dual Layer (8.5GB)	<input type="checkbox"/> Windows 98
	<input type="checkbox"/> Windows 98SE
	<input type="checkbox"/> Windows ME
Capacity (BD only):	<input type="checkbox"/> Windows XP
<input type="checkbox"/> 25 GB Single Layer	<input type="checkbox"/> Windows 2000
<input type="checkbox"/> 50 GB Double Layer	<input type="checkbox"/> Windows 2003
<input type="checkbox"/> 100 GB Quad Layer	<input type="checkbox"/> Windows Vista
<input type="checkbox"/> 125 GB Quad Layer	<input type="checkbox"/> Windows 10
	<input type="checkbox"/> LINUX
	<input type="checkbox"/> UNIX
	<input type="checkbox"/> Other _____
Files or Folders on which to concentrate:	

Thank you for your request.
The eTriage, Inc Team



<div><h1>Data Analysis and Recovery Services</h1><h2>SSD, HDD & Magnetic Tape</h2></div>		
<div><div>eTriage, Inc. 3131 E. Riverside Drive Fort Myers, FL 33916 Tel: 239.332.2800 Fax: 239.332.2808 info@etriage.us</div><div><p>We provide the highest standard of protection for the media as well as the data content of the media you send us. We erase completely the information from our systems once we return the media and contents to you.</p></div></div>		
Name: _____		Company: _____
Address: _____		City: _____
_____		Phone: _____
State: _____		Zip: _____
Email: _____		Fax: _____
<div>Description of Problems or Symptoms: _____ _____ _____ _____ _____ _____ _____ _____ _____ _____</div>		
Platform:	HDD Interface:	Manufacturer:
<div><input type="checkbox"/> Desktop</div> <div><input type="checkbox"/> Laptop</div> <div><input type="checkbox"/> Server</div> <div><input type="checkbox"/> Other _____</div>	<div><input type="checkbox"/> PATA</div> <div><input type="checkbox"/> SATA</div> <div><input type="checkbox"/> SCSI</div> <div><input type="checkbox"/> SAS</div> <div><input type="checkbox"/> Other _____</div>	<div><input type="checkbox"/> Seagate</div> <div><input type="checkbox"/> Maxtor</div> <div><input type="checkbox"/> WD</div> <div><input type="checkbox"/> IBM</div> <div><input type="checkbox"/> Hitachi</div> <div><input type="checkbox"/> Toshiba</div> <div><input type="checkbox"/> Fujitsu</div> <div><input type="checkbox"/> Other _____</div>

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CD ROM, Inc.

📍 3131 E Riverside Drive Fort Myers, FL 33916

☎ 1-866-66-23766

✉ info@etriage.us

🌐 www.etriage.us

