



Dell ProSupport Hard Drive Data Recovery

Protect your data even if your hard drive fails

While you never anticipate a hard drive failure, sometimes the unexpected occurs and due to a flood, fire or other disaster, your hard drive fails. Dell ProSupport Hard Drive Data Recovery can help recover data for customers who have a failed hard drive and did not back up their data. Dell is one of the first companies to provide a comprehensive global data recovery service for all of its commercial products.

Hard Drive Data Recovery includes:

- Attempted data recovery from a failed hard drive in dust-free clean room environments if necessary where they are carefully dismounted, examined and processed while the system is in warranty.
- Use of a dust-free clean room environment when necessary to rebuild the drive in order to recover data.
- Multiple options for customers to receive recovered data. Options include a USB key or USB hard drive.
- Access to the Dell Data Protection portal, a secure, password-protected online resource used to monitor the status of your data recovery.

Need Help Now! Simply call Dell technical support when experiencing a problem or suspecting a hard drive failure. You'll receive troubleshooting and telephone-based support. If the Dell technician determines the hard drive has experienced a problem, Dell will ship a replacement hard drive to you in accordance with your service level agreement. Once you've sent your failed hard drive to Dell's Data Protection Services' lab, any recovered data will be returned to you as quickly as possible.

For more information about any of our service offerings, please contact your Dell representative or visit www.dell.com

Applications Business Process Consulting Infrastructure Support



Product and service availability varies by country. For more information, visit www.dell.com/servicesdescriptions. For a copy of limited warranty, write Dell USA LP, Attn:Warranties, One Dell Way, Round Rock, TX 78682 or visit www.dell.com/warranty. © 2010 Dell Inc. All rights reserved. Hard Drive Data Recovery Service is not available for RAID hard drives.