

# RANSOMWARE DATA RECOVERY SERVICES

The Arete Ransomware Data Recovery service combines people, process, and technology to access and recover digital information that is not accessible via standard restoration means.



Losing access to data can cripple a business. And when threat actors launch ransomware attacks, they can be very selective in the data they target. They encrypt, steal, or otherwise deny access to the most valuable data, often leaving organizations with no recourse but to pay a ransom for its return.

## RECOVERING MISSION-CRITICAL DATA

At Arete, we explore every possibility to restore operations and recover lost data, for example, from backup systems, to avoid the potential of paying a ransom while getting business back up and running as quickly as possible.

To help you restore operations, we prioritize data loss from mission-critical systems, such as human resources, ERP, and CRM databases, including data generated or accessed by home-grown applications.

### Media types that are candidates for ransomware data recovery:

Hard Drive / SSD	Desktop / Laptop
Servers	File Shares / Database / Email / Web / Custom Applications
Storage	RAID / DAS / NAS / SAN
Virtual	VMware / Microsoft

## SERVICE DELIVERY OPTIONS

You choose the delivery option that works best for your business.



### Lab-based data recovery.

You ship all systems and media to a closed-access, high-security lab, where our experienced Data Recovery engineers can complete the data recovery process.



### Remote data recovery.

Arete completes all work via a secure connection to your site and the deployment of remote tools, leveraging your IT resources for internal access and on-site support.



### On-site data recovery.

Arete completes all work at your location with the necessary clearances and access provided prior to our arrival.

## DISCOVERY AND DATA RECOVERY PROCESS

To discover and recover your data, our Data Recovery engineers work in lockstep with the Arete Digital Forensics and Incident Response (DFIR) and Restoration teams who work to harden endpoints and get critical systems back online.

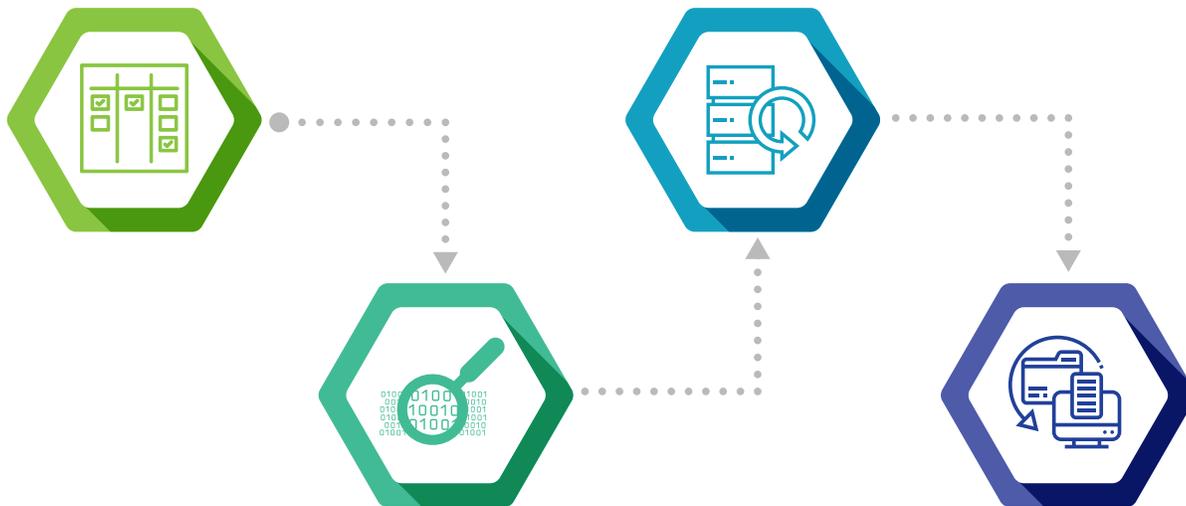
### 1 Case review and project scoping

We begin by conducting a detailed, technical interview, whereby:

- We assess your data loss and determine the probability of successful recovery options.
- Once we verify data loss as valuable, our Data Recovery engineers work with your Arete incident response (IR) lead on project scoping and pricing.
- We present an updated statement of work (SOW), priced with a two-step Data Recovery service solution (media examination and data recovery) and service-level options (standard or emergency).

### 3 Data recovery

We use specialized recovery tools and reasonable efforts to retrieve, replicate, reconstruct, convert, and recover all data identified as valuable and as directed by the SOW.



### 2 Media examination and data analysis

With access to the media granted (either in-lab, remote, or on-site), our Data Recovery engineers begin their examination to determine:

- What data is accessible on the media.
- The cause of any damage to the media and/or the data on the media.
- The amount of data, if any, that we can likely recover on the media.

As an optional element to an IR engagement, the team can report to you the results of the media examination and data analysis in a file listing.

### 4 Data return

We return any recovered data to you on an encrypted hard-drive or USB stick and work with you to help ensure data is successfully restored upon receipt.