

# 7 Questions

## to Ask a Data Recovery Lab:


Choosing the Right Lab for a Partnership

## Introduction

When you decide to partner with a data recovery lab, you want to make sure you choose the best fit for you and your customers. But how do you know if a lab is giving you the right information? This buyer's guide will give you the right questions to ask to when considering a partnership so you can be sure you're making the right decision.


### 1 What is your average turnaround time?

Your customers can't wait weeks to get their files back, especially if they've lost mission critical business data. The value of recovered data is never as high as it is at the exact moment the data is lost, and as time goes on the cost of recreating the data stops outweighing the cost of recovery and customers are likely not to go through with recovery.

 Gillware's average turnaround time is measured in days, not weeks. Our standard service averages 6-10 business days, and our advantage and priority services can speed the process up to a matter of hours.


### 2 How much will a case cost on average?

Your customers often don't have thousands of dollars to spend on data recovery, keeping their precious pictures, videos and documents out of their reach. If your customers cannot afford data recovery from a certain lab, it is not worth partnering with them.

 Gillware's data recovery services cost 40-50% less than the competition. Our prices start at \$350 and our average cost is \$700. With lower costs, customers are more likely to move forward with their recovery and you are more likely to receive a commission.

### 3 Is there a fee for evaluation?

Diagnostic fees, evaluation charges, they all add up to unnecessary costs for your customer. A data recovery lab shouldn't charge just to look at a drive and assess the damage. Reliable recovery engineers should be able to examine the failure and provide an estimate free of charge.

 We believe in free evaluations at Gillware, and in addition we cover inbound shipping at no additional cost. Our recovery process is 100% financially risk free.

# 4

## Will my customer receive a reliable price quote?

No one likes to be surprised when their final bill is more than they expected. When a data recovery lab gives your customer a price quote, it should not change from the time they receive the quote to the time they are asked to pay.



Gillware provides firm price quotes after their free evaluation of a customer's hard drive. The price will not change and they will not be charged any hidden fees. All they need to pay is the cost of recovery, return media and shipping.

# 5

## Will my customer pay if you are not successful?

Data recovery "attempts" should not cost your customer anything. Why should they pay when if the data they wanted back was not recovered? Your customer should only be charged in the event of a successful recovery.



We operate on a strict "no data, no charge" policy. We establish the goals of the recovery with the customer, and if we are not successful in meeting those goals, they are under no obligation to pay.

# 6

## Do you have a cleanroom on-site?

The internal components of a hard drive are extremely sensitive. Opening a drive to attempt recovery outside of a cleanroom environment is extremely risky, since even a speck of dust on a platter could cause permanent data loss.



Gillware utilizes ISO-5 certified, horizontal flow, Class 100 workstations in our lab. These stations have the same capabilities as a cleanroom, but cost far less to build, use and maintain. Our cost-controlling engineering techniques mean lower costs for your customers.

## 7 Has your lab been security audited?

When sensitive data is on the line, customers need to know a recovery lab is secure from internal and external threats. You should make sure a lab has been SSAE 16 security audited to ensure they meet the proper security standards.



In its ongoing commitment to security and privacy, Gillware Data Recovery is SOC 2 Type II security audited each year and meets the security standards and requirements.

---

### Conclusion

Data loss is a difficult situation. Recovery labs should not burden your customer with long waits, hidden fees and expensive pricing. Gillware understands this and has made it their mission to make data recovery as smooth as possible for our customers and our Partners. To learn more about our Partner Program, visit our website at <https://gillware.com> or call 877-624-7206 ext. 1.