



The Oliver Group

Media Restoration and Conversion

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The Oliver Group is one of the nation's leading providers of media restoration and conversion services. We can handle nearly every existing tape format and software requirement. Media restoration is a complex field that requires rigorous attention to detail and reliable, repeatable processes.

TOG has successfully managed restoration projects of all sizes and requirements, for many of the largest corporations and law firms in the world. Our capabilities include support for:

- Current and legacy backup platforms
- Hundreds of media formats
- Conversion of many e-mail formats to standard PST format
- Onsite media restoration services

The restoration challenge

Ironically, most of the systems meant to save critical data for future use are not easy to work with, especially when you are searching for a limited set of responsive information. Disaster recovery technologies simply weren't built to meet the demands of litigation readiness.

The pressure on corporations to better manage their data retention capabilities increases every year. Rules and regulations stemming from the NEC/NASD, Sarbanes-Oxley and HIPAA require faster response times and clients typically must use a combination of in-house resources, new technologies and specialized vendors like TOG to satisfy the demands.

At the end of the day, it doesn't matter if the data you need is on magnetic tapes or hard drives – you have to find it, access it, restore it and prepare it correctly. Common issues that impact restoration timelines and accuracy include:

- Inconsistencies and errors in tape organization and tracking
- Lack of user-to-tape mapping

- Duplication and overlapping data across multiple tapes
- Lack of clarity in how information is categorized and stored

The restoration process

The scope of a restoration project can include a complete data store or just a subset of responsive files. Regardless of the size, the basic process is the same. TOG's methodology, which has been continuously improved over more than a decade, begins with a detailed information gathering and scope session.

At a high level, the process includes:

- Step One: Information Gathering
- Step Two: Project Scoping
- Step Three: Media Collection and Processing
- Step Four: Media Restoration and Reporting

TOG assigns a Client Services Manager at the onset of every engagement. The Client Services Manager becomes the main point of contact for the customer, acts as a liaison and reports back and forth between the client and our production team. Daily meetings with the production team are conducted to ensure the project is on course and managed effectively.

Additional critical elements of the process, which are customized by engagement, include:

- Media intake, labeling
- Project prioritization & assignment
- Reporting
- Quality Control
- Tracking & documentation (includes activity logs)
- Chain-of-Custody (from media intake to delivery)

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Managing scope and risk

Establishing agreed upon procedures for the restoration is an important step in maintaining defensibility and data integrity. When it is cost prohibitive to restore an entire collection of tapes, stakeholders can negotiate and select a representative sampling (through accepted sampling models or negotiation).

Some of the techniques used to control the scope of a project include:

- Location limitation
- Server segmentation (mail servers vs. file servers, for example)
- Date range limitation
- Segregating by department
- Segregating by key custodian

TOG's powerful infrastructure and expert consulting teams allows us to provide our clients with:

Cataloging & Indexing - an accurate list of contents prior to restoring your media. This process enables indexing of the data directly from tapes without first restoring the tapes. The index can then be searched to identify which tape(s) contain responsive data. Once identified, only the tapes containing responsive data have to be restored.

The benefit of this service is that it can reduce the total number of tapes restored for a given project, hence minimizing the overall project cost. Additionally, the indexes can be maintained for re-searching if additional terms are provided, or if new matters arise.

Media Preservation - creating copies of original backup tapes (source media) is critical in minimizing risks inherent in working directly from the source media and provides a disaster recovery alternative should data integrity be compromised or media be damaged during the restoration process.

TOG Capacity and Capabilities

TOG's production and processing capabilities are extremely configurable, scalable and transferable.

TAPES, LIBRARIES & VTLS

Over 200 tape drives. Supported tape and media formats include, but are not limited to:

Large Scale Libraries

- DLT; SDLT; LTO 1, 2 & 3

Virtual Tape Library

- 4mm & 8mm
- 3840
- 9840
- 9940 A
- 9940 B
- 9940 E
- 3590
- AIT (all)
- Bernoulli Disks
- CD-Rom
- DAT (all)
- DDS (all)
- DLT (all)
- SDLT (all)
- Mammoth Exabyte (all)
- QIC
- QIC 2
- Gigamo
- 9 Track Reel to Reel
- DVD
- Zip Disks (all)
- Floppy Disks (3.5, 5.25, 8.25)
- Fujitsu
- Giga Stor VHS
- IDE
- SATA
- Serial Attached SCSI
- SCSI
- Jaz (all)
- LTO (all)
- Magneto
- SyQuest
- Rev
- Travan
- Imation Super Disk
- Optical Disks

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TOG Capacity and Capabilities

STORAGE

Over 200 TB of Storage

- EMC
- NetApp Filer
- StorageTek
- Compellent
- Xiotech
- HP Proliant 585 (NAS Head)
- StorageTek

Virtual Tape Library

- EMC

SERVER INFRASTRUCTURE

Over 200 Servers

- Windows
- Linux
- AS/400
- Unix
- Solaris
- MAC
- DecAlpha
- NDMP
- AI
- Netware
- VMWare

BACKUP SOFTWARE

A variety of backup software and email platforms are available for restoring client email and file server data and include, but are not limited to:

- ArcServe
- Vertias Backup Exec
- NetBackup
- Legato
- CommVault
- UltraBac
- Tivoli
- Other legacy systems

E-MAIL RESTORATION

E-mail restoration and conversion from any environment is available.

EARLY STAGE ESI PROCESSING/CULLING

Upon restoration or extraction, we offer early stage ESI processing/culling services:

- File Catalog, Hash, De-duplication, System File Removal
- Date Filtering
- Keyword Searching
- Deliverables are typically native files