


# In-Lab, Data Recovery

## Breaking News

- Easy to order
  - [Online](#)
- No commitments
  - Quick and straightforward data recovery service for HDDs, SSDs, servers, smartphones and tablets that gives you a free evaluation before committing to the recovery.
- Just
  - Order, pack & GO
    - Ibas will take care of the rest



- ELKJOP > @KnowHow > Customer with data loss
-  @knowhow > Free advice
-  @knowhow > Ship to Ibas
-  @ibas > Free evaluation (4hours)
-  @ibas > Data Recovery
-  @ibas > Delivery

# In-Lab, Data Recovery

## Knowhow responsibility

- Inform the customer about the in-lab service
  - [www.ibas.no/drc](http://www.ibas.no/drc), [www.ibas.dk/drc](http://www.ibas.dk/drc), [www.ibas.se/drc](http://www.ibas.se/drc), [www.ibas.fi/drc](http://www.ibas.fi/drc)
- Free evaluation
  - Discover what data is recoverable quickly, easily and without commitment
  - We will provide an expert inspection of customers media, create a free analysis report detailing the specifics of the data recovery case and propose recovery options with a fixed pricing quotation
- Online registration
  - Assist customer with registration step k
- Shipping
  - Ship to Ibas
    - Correct address given after ordered

1 → Trenger du umiddelbar hjelp?\*

Gratis vurdering gjelder hverdager mellom kl. 08.00 og 16.00. Trenger du hjelp utenfor vanlig arbeidstid må du bestille vår 24/7 service.

A Gratis vurdering ✓

B 24/7 service




















# In-Lab, Data Recovery

## ibas responsibility

- Register the order
- E-mail reference number to store
- Receive the job
- Evaluate
- Contact customer
  - Data Recovery offer
- Recover
- Data return
- Pay commision to Elkjøp

# Process, Data Recovery

## Lets make it easy

#		@	Scenario
ELKJOP		@knowHow	Customer with data loss visit the store
ELKJOP		@knowhow	Technician check the equipment but can't assist due to the failure of the unit and offer in-lab services
		@customer	Customer accepts the free evaluation. No commitment at this stage in the process
ELKJOP		@knowhow	Knowhow register the case in the online portal for Data Recovery
ibas   KrollDiscovery		@ibas	Ibas receives the order and e-mail the customers reference number to knowhow
ELKJOP		@knowhow	Knowhow pack the unit included paperworks/reference to HUB/ibas
HUB		@HUB / @ibas	HUB store packages and await pick up to Ibas lab in Norway
ibas   KrollDiscovery		@ibas	Ibas receives the package
ibas   KrollDiscovery		@ibas	Ibas complete the free evaluation (4hours)
ibas   KrollDiscovery		@ibas	Ibas provide an expert inspection of the media, create a free analysis report detailing the specifics of the data recovery case and propose recovery options with a fixed pricing quotation
		@customer	Customer will accept or decline
ibas   KrollDiscovery		@ibas	Ibas perform Data Recovery or close the case
ibas   KrollDiscovery		@ibas	Once recovered, we will return the data on an encrypted media and help the customer to ensure data is successfully restored
HUB		@HUB / @ibas	Receives and return to store
ELKJOP		@knowhow	Knowhow receives the encrypted media
		@knowhow	Customer receives the encrypted media in the store

# Routines

All needed information to be found @

- [www.ibas.no/drc](http://www.ibas.no/drc), [www.ibas.dk/drc](http://www.ibas.dk/drc), [www.ibas.se/drc](http://www.ibas.se/drc), [www.ibas.fi/drc](http://www.ibas.fi/drc)