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## OUR HISTORY

Tecleo Cyber Solutions cc was established in 1997 specializing in PC, Laptop and Server installations, on-site repairs, sales and support as well as network installations and support. In 1999 we started trading as trading as Tecleo Data Recovery Lab with our primary focus on the recovery and destruction of data from most (if not all) electronic data storage mediums.

## OUR SERVICES AND PRODUCTS

We specialize in professional data recovery (data retrieval) and data destruction (data sanitization) from servers, NAS and RAID volumes, PC (personal computer) and laptop hard disk drives (HDD), external hard drives, solid state drives (SSD), Mobile Devices (smartphones, mobile phones tablets, PDA's and cellular phones), backup tapes (tape cartridges), CDs and DVDs, memory sticks (flash drives), SD cards and almost all other types of digital data storage devices.

This include data recovery from electro-mechanically failed hard drives, dropped hard drives, data corruption, virus infections, data deletion, formatted drives, old data tape cartridges, to multiple hard drive failures on your RAID volume - no matter what your data loss situation looks like; we strive to have a solution to help recover your data!

## OUR TRACK RECORD

Tecleo has been in the data recovery industry for over 14 years and our expertise is trusted in South Africa and throughout the rest of Africa. We are constantly striving for excellence in all areas of our service - you can therefor rest assured that your data is in professional hands.

## AREAS OF OPERATION

National and international data recovery and destruction service in South Africa and throughout the rest of Africa.

## OUR MISSION

To help you look after your data.

## OUR COMMITMENT

To return or destroy your data in full confidentiality as fast and in a good condition as possible.

## OUR FACILITIES

Our facilities include data recovery and data destruction specific test and repair tools, equipment and software, including a class 100 clean room for the stripping, rebuilding and recovery of all types of electronic media including, tapes, server drives, RAID volumes, PC and laptop hard disk drives, flash memory as well as mobile device memory chips. This, combined with a team of experienced data recovery professionals, working in a secure environment, working under a non-disclosure agreement will give your data the best possible chance of being revived or destroyed in full confidentiality as fast and in a good condition as possible.

## OUR NO-SURPRISES, NO-NONSENSE POLICIES

- Free consultation, evaluation and quotation.
  - Excluding Server, RAID, NAS, SAN, Tape and Off-Site data recoveries where a non-refundable evaluation fee is applicable.
- No quote rejection fee.
- Fixed upfront quoted price.
- No billable work undertaken unless approved in writing.

## **OUR DATA GUARANTEE**

- No recovery, no charge, that is:
  - You will not be invoiced should we for some reason not be able to recover the data, or the data recovered not be in a useable condition.
  - We can re-negotiate a price (less than the quoted amount) should some of the data recovered be of use to you with the option to proceed or not.
- 100% satisfaction guaranteed:
  - We will do everything possible to rectify the recovery or refund the recovery charges (or a portion thereof) should we not be able to solve any valid issues with the recovered data.

## **OUR GREEN IT RECYCLING AND DISPOSAL POLICIES**

- We are committed to the re-use of new and used data storage device components as part of our data recovery processes and the recycling of these and all other electronic Components once they are no longer functional or of further use.
- Shredded paper, destroyed hard disk drives, CD's and DVD's, Compact Flash Drives, Mobile Devices and all other destroyed electronic equipment will be disposed of by way of recycling.
- Data tapes will be dumped as landfill. South African recycling companies do not accept digital tape media for recycling primarily due to:
  - Their composition – typically approx. 20% plastic, 1% metal and 79% magnetic tape;
  - Vast material differences between the different type of data tapes;
  - And the challenges in separating the recyclable materials once they have been destroyed.

## **OUR B-BBEE STATUS**

We are classified as an EME – Exempt Micro Enterprise in terms of the B-BBEE codes of good practice, issued under section 9 of the Broad-Based Black Economic Empowerment Act of 2003 and gazetted on 9 February 2007. We are automatically allocated a BEE contributor level rating of Level 4 BEE compliant.

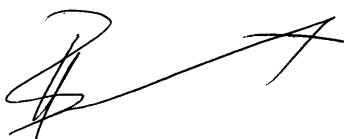
Any qualifying purchases you make from us can be claimed at the rate of 100% of your procurement spend with us.

## **OUR REGISTRATION DETAILS**

Registered name : Tecleo cyber solutions cc  
Trading as : Tecleo data recovery lab  
Registration # : CK 97/ 25667 /23  
Registration date : 09-05-1997  
Managing Member : HB Smit  
VAT registration # : 4410173209

I trust the above meets with your approval, and look forward to being of service to you in the future.

Best Regards



Henk Smit  
*Managing Member*