

# Gillware

## Gillware

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## Overview

**Gillware** is a professional data recovery service located in Madison, Wisconsin. MIT does not have a recommended vendor partner for data recovery services, but if clients are considering sending a drive to Gillware for recovery, MIT has a standing discount and account representative with them. Gillware is smaller than [DriveSavers](#), but tends to have more lower-cost options than [DriveSavers](#).

## MIT-Specific Information

Members of the MIT community wishing to send a drive to Gillware for recovery need to log in on their web site using the MIT-assigned username and password and fill out the online hard drive service form:

- Username: **mit**
- Password: **mit**
- Service request form: <https://gillware.com/login>

As a member of Gillware's Collegiate Discount Program, all faculty, staff, and students at MIT will receive a 10% discount on all data recovery services. Their services have no upfront diagnostic or data recovery attempt fees. In addition, [Gillware's File Viewer](#) software allows customers to view a detailed listing of all files recovered prior to paying any service fees.

## MIT Account Representative

- Name: James Windisch
- Address: 10 Terrace Court, Suite 103  
Madison, WI 53718
- Phone: 877-624-7206 ext 8883
- Email: [jwindisch@gillware.com](mailto:jwindisch@gillware.com)
- Web: <http://gillware.com>

## Cost Estimation Guidelines

This information was provided by Gillware. MIT is not able to verify all of this information, and it may not be indicative on the price/cost of any particular future recovery. It is provided here for your convenience, not as a predictor.

Average Pricing	Gillware Inc.	Industry
Diagnostics	Free	\$100.00
Ground Shipping	Free	\$15.00
Media (5 DVDs)	Free	\$30.00
Microsoft OS Recovery	\$500.00	\$1500.00
Macintosh OS Recovery	\$700.00	\$2000.00

## Most recent pricing sheet from vendor (not showing MIT discount)

- Gillware Pricing Sheet, 2013 (PDF)

## Promotional materials for MIT from Gillware



**Gillware Inc.**  
*Your data recovery experts*

Login Information

Login ID: mit  
Password: mit





**Gillware Inc.**  
*Your data recovery experts*

Gillware Inc. is pleased to present a world-class data recovery solution designed to meet the unique requirements of the collegiate environment. With Gillware's Collegiate Discount Program, members of your institution receive special pricing and benefits on all data recovery services.

Losing critical data can be a devastating experience. Gillware Inc. offers the most cost-effective and efficient professional data recovery services in the industry. From large corporations to individual home users, Gillware's experienced data recovery technicians have helped thousands of panicked customers recover their lost files. Whether your failed drive is suffering from a logical corruption or a mechanical failure, Gillware's innovative data recovery tools, techniques, and class-100 clean room will help you get your data back at a price you can afford.

Gillware's data recovery process was designed to ensure that we deliver the highest level of quality and customer satisfaction to our clients. Our services are 100% financially risk free with no upfront diagnostic or data recovery attempt fees. In addition, with Gillware's proprietary Gillware File Viewer software, you are able to review the data we have recovered prior to giving any billing information.

As a member of our preferred customer program you will receive a **10%** discount off any standard service fees. In addition, you will also receive free optical media\* and ground shipping on any data recovery case we receive utilizing your institution's login. To login first go to [www.gillware.com/college](http://www.gillware.com/college). Enter the appropriate login ID and password listed on the front of this brochure in the fields provided.

\*up to 25GB

Average Data Recovery Cost		
	Gillware Inc.	Industry
Diagnostics	Free	\$100.00
Ground Shipping	Free	\$15.00
Drive Wipe Services	Free	\$40.00
Media (5 DVDs)	Free	\$30.00
Microsoft OS	\$500.00	\$1,500.00
Macintosh OS	\$700.00	\$2,000.00

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[www.gillware.com/college](http://www.gillware.com/college) [college@gillware.com](mailto:college@gillware.com)



Hello [REDACTED]

I am the account manager for Gillware Inc., a high-volume, lower cost data recovery solution. Gillware was started a few years back with the goal of providing affordable data recovery solutions for computer users. Our costs are significantly lower than the industry average, with prices ranging from **\$378 to \$678**. In addition, our services are 100% financially risk free with no upfront diagnostic or data recovery attempt fees. We offer a full range of services from non-invasive, logical and electrical recoveries, to invasive clean room recoveries. We also have three full-time raid specialists who handle on average 3-5 raid reconstruction cases a week. Our core team of engineers hold degrees in a vast array of disciplines which has allowed us to develop some very innovative and cost-effective techniques.

The purpose of this letter is to increase awareness of our services to key members within your organization. We currently have solid working relationships with numerous universities. We have found that our pricing and high level of service fits very well with academia and student checkbooks. **In addition to our already low prices we offer an additional 10% discount to our collegiate program members.** Gillware Inc. is a recommended data recovery provider for many of the largest hard drive manufacturers. Please let me know if you would like references.

Our collegiate program has two components, neither of which require signing of any contract. First, we try to educate IT staff about how to best handle data recovery situations. This includes training time for your phone support staff to enhance their hard drive failure and data recovery diagnosis skills. The education usually involves either a site visit or a webinar conducted by one of our lead data recovery engineers. Gillware believes strongly in educating our clients about hard drive failure and data recovery techniques. Although data recovery is hard, it doesn't have to be mysterious.

Second, we provide a web portal that allows any member of your institution to use our services at a discounted rate. I have already taken the time to set up a portal for you. Enclosed with this package are flyers that include your login ID and password. Just go to <http://www.gillware.com/college> and enter your information.

Please give me a call to discuss in detail the possibility of fostering a relationship. I will be more than happy to make a trip to meet face-to-face. I look forward to hearing from you.

Sincerely,

Ryan Pflanz  
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Your data recovery experts

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Pamphlet (front) Pamphlet (back) Letter Business card