



## Our History

Tecleo was founded in 1997 as an IT support company. In 1999, we shifted our focus to data recovery. In 2004, we expanded our services to include digital forensics. Since then, we have added eDiscovery support, blockchain forensics, and open-source intelligence (OSINT) to our range of expertise.

## Our Services And Products

We can help you with advanced data recovery, forensic data recovery, digital forensics, incident response (DFIR), eDiscovery support, blockchain forensics, and open source intelligence (OSINT) investigations from a wide range of digital data storage devices, locations and operating systems.

Our services cover an extensive range of potential data loss scenarios, including digital forensic investigations and data recovery from working (corrupted, formatted, deleted, virus-infected, hacked, and password-protected) and non-working (dropped, fire, water, and power-surge damaged) servers, NAS and RAID volumes, personal computer and laptop hard disk drives, external hard drives, SSDs, mobile devices, drones, IoT devices, backup tapes, flash drives, email platforms and databases.

We are experienced in investigating various cyber-related incidents, including ransomware infections, data breaches, stolen confidential information, fraud, corruption and blockchain (crypto, web3 and NFT) crime.

With our threat intelligence services, we provide open-source intelligence (OSINT) analysis and monitoring, which includes researching publicly available information from websites, including the surface web, deep web, dark web, the blockchain, social media platforms, search engines, databases, email providers, etc., to gain insight into potential threats or vulnerabilities of a system, organization or personnel.

Our OSINT analysts can help you uncover potential threats before they become a problem by analyzing and monitoring publicly available sources for any suspicious activity related to your company's operations or personal life.

## How Would You Benefit & What To Expect?

- When working with us, you can expect peace of mind knowing that your data is in the hands of a company operating since 1999.
- Our team of experienced and qualified professionals, working in a secure environment, under non-disclosure, will give your data the best possible chance of being revived, extracted, and investigated in complete confidentiality as quickly and in the best condition possible.
- We offer an online portal where you can view quotations, invoices, and correspondence, check the status of your ticket(s), add comments and attachments, approve or decline your quotes, and create new ticket requests.
- You will also receive regular updates on the progress of your case and a free initial consultation with one of our experienced and competent technicians.

### **FREE COURIER COLLECTION AND DELIVERY SERVICE**

- We also provide free courier collection for all pre-approved investigations and data recoveries and free return courier for all successful work within the borders of South Africa, excluding servers, complete PCs, and laptops.
- If you have not received a preliminary quotation, please complete our online quote request or call us at 012-665-2945 and speak with one of our friendly and knowledgeable engineers.
- If you reject the quotation after the media has been shipped, you will be invoiced for shipping costs.
- The collection of additional drives or media is subject to additional charges.

### **OUR NO-SURPRISES, NO-NONSENSE POLICIES**

- We offer a complimentary free initial evaluation and a fixed, upfront quotation.
- Excluded are server recoveries (such as RAID, NAS, SAN, etc.), tape recoveries, and off-site data recoveries where a non-refundable fee is applicable.
- We have four data recovery service options to suit your budget and circumstances.
- There is no fee for rejecting a quote.
- No work will be done without your written approval of the final quote.

### **OUR DATA GUARANTEE**

- "No-recovery, no-charge" policy:
- You will not be charged if we are unable to recover the data or if the recovered data is not usable.
- We will contact you before issuing an invoice to confirm the usability of the recovered data if we suspect any damage.
- In case some of the recovered data is usable, we can negotiate a reduced price, and you will have the option to proceed.
- Non-refundable fees may apply for priority, high-priority, spare and encryption services.
- These fees are payable regardless of the recovery results.
- We cannot guarantee the success rate or amount of recovered data until the recovery process is completed (with your written approval).
- 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 Facilities

We have state-of-the-art equipment, tools, and software, including a Class 100 cleanroom for repairing, recovering, and investigating various types of electronic data storage media.

## Client Confidentiality

- All information, data, and equipment handed over, investigated or recovered by us will be protected from unauthorized access or disclosure using the same level of care we use to protect our confidential information.
- Our staff members are professionals working in a secure environment and have signed a non-disclosure agreement (NDA).
- All work is done in-house unless otherwise agreed upon in writing.
- We can also enter a non-disclosure agreement (NDA) upon request.

## Areas Of Operation

We are based in Centurion, South Africa, but we offer our services locally and internationally. For those within South Africa's borders, we offer a free courier collection service for all pre-approved work and a free courier return service for all completed jobs – no matter which corner of the country you're located in.

## Our Commitment

We strive to provide the best possible solutions to investigate or recover your data in complete confidentiality, as fast as possible, no matter the potential data loss scenario, while ensuring the best possible outcome.

## B-BBEE Status

Level 4 -Exempt Micro Enterprise

## Registration Details

Registered Name	Tecleo Cyber Solutions cc
Trading Name	Tecleo Data Recovery and Digital Forensics Lab
Registration #	CK 97/25667/23
Registration Date	09-05-1997
Managing Member	HB Smit
VAT Registration #	4410173209

## Our Mission

To help you look after your, or your customer's data.

We are looking forward to being of service to you in the future.

Team Tecleo