



Technologies and teams ready to go are essential

DOCUMENT RECOVERY

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Steamatic is the home of data and document recovery in Australia. For some time now, Steamatic's unique technologies have meant that invaluable data can be saved and returned to pre-loss condition when disaster strikes. In fact, countless essential records and documents have been saved from certain destruction by quick action and delivery to Steamatic.

It's not magic, it's having specialised, unique technologies available around the clock to solve seemingly impossible recovery problems. Our ever-expanding facilities mean that you can count on Steamatic to minimise business interruption and loss.

Steamatic has the largest vacuum freeze dryer in the southern hemisphere. With over 60 cubic metres of capacity, our system can accommodate large quantities of document archive boxes, artifacts and objects needing attention.

This massive increase in volume will allow even the largest disasters to be handled with greater efficiency and speed. In fact, Steamatic can now turn around large job lots from wet to pre-loss condition in under a week.

Insurers and any enterprise in Australia, New Zealand and South East Asia can rely on Steamatic to process a large volume of wet documents with a quick turnaround time.

Your enterprise at stake

When disaster strikes and documents and items become effected by water, you have a choice. You can hope the damage will be minimal and hope that the items can be re-used in their damaged state, or you can take action to stop the loss. With legal and compliance issues, often there is no choice but to try and save damaged documents. With personal effects, equipment and artifacts the choice is often between replacement and remediation.

Specialising in the professional, secure, and orderly recovery of our clients' business records, libraries, and special collections, Steamatic recognises that many of our clients will occasionally experience disasters and other incidents, which require the special handling of their records, books, and other information media.

What would first appear to be a 'total loss' can with expedient, knowledgeable, and technical assistance be a full recovery of all the essential information and data. Using cutting-edge



restoration and recovery technologies, media from paper based documents to film, can be successfully retrieved and restored to pre-loss condition.

Steamatic offers a wide range of restoration and recovery technologies that offer the best possible solutions for remediation. They are cost-effective in saving items that otherwise would have been written off.

Not only cost-effective, vacuum freeze drying gives you options. By acting quickly, you can stop the deterioration of water damaged items and assess the damage. Then you can make informed decisions about the damage, set recovery priorities and recover vital items and information that are needed most.

The cost savings offered by this process are large, the reduction to business interruption is enormous, and the potential losses can be incalculable, especially for large, information-

information from virtually any format and size, and return it in safe, ready to use form.

Digital Information

Even smoke and water effected computer files can be rescued with prompt and appropriate action. Optical media, tapes and disks and even computer hard drives can be saved. Steamatic can help stabilise and return to use a wide range of digital formats.

Water damaged paper documents

Paper based documents obviously come in many different formats. Depending on their application and degree of damage and contamination, Steamatic has the resources to stabilise, clean and return to use. Smoke and water damaged documents need special care before returning to service. Dangerous chemicals and mould spores can be retained in the paper fibres, preventing their re-use unless they are specially treated. Once the



Information recovery can be a multi-step process. Depending on how documents are damaged, they may require specialist treatment to return them usable condition.

Data, information and even works of art can be saved from a wide range of mediums and formats including:

- books
- computer print-outs
- maps and technical drawings
- loose sheet documents and files
- hand written documents and artifacts
- photographs and photographic film
- motion picture film
- works of art and cultural artifacts
- x-rays
- microfiche
- magnetic tapes
- optical media
- computer hardware
- photocopies

"Information resides in so many formats, and when disaster strikes, they all need specialist attention.

Steamatic has unique technologies to rescue and deliver your information in pre-loss condition or in digital format"

driven enterprises. When disaster strikes, vacuum freeze drying can be the difference between business interruption and total disaster.

Data and records are the lifeblood of any business. Without them, business stops, and even with the best planning, crucial information can be damaged and even lost. For some businesses, this can mean total disaster.

Because data can be held in many differing formats, there's no single solution to treating and saving it. What's needed is a range of solutions and an orderly application of technologies to maximise recovery and minimise business interruption.

Steamatic has the technologies to recover

documents are stabilised and the information they contain is saved, Steamatic can re-supply the information in digital format if requested.

Our high-speed scanning and duplication service can scan documents from almost any size, and offers an excellent risk management approach to any future loss.

Original documents to be returned to service

Original documents will usually be saved for re-use for legal, technical, artistic or cultural reasons. Often they will need a wide range of restoration techniques applied to them to stabilise them and to make them safe for use. Steamatic can clean and repair even individual pages, as well as repairing bindings and fire



Without essential information that drives most enterprises, the damage from lost data to business can be profound.

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damage to the most precious and fragile documents. They're treated with respect and attention to detail to ensure that they will be available for re-use for years to come.

Photo and film repair

Some of the most valuable information is held on film-based stocks, especially medical x-rays. Their loss can have profound and lasting effects. With careful, professional treatment photographic artifacts can be saved. Black and white, colour, motion and industrial films all have differing treatment techniques, and only Steamatic has them all, ready for deployment.

The key stages of Steamatic document recovery are:

1. Call Steamatic for immediate response.
2. Sort water effected documents, data, computer files etc into separate areas for packing.
3. Separate paper documents from plastic covers, bags and any other material that will restrict the evaporation of water.
Keep film media wet, do not allow it to dry out.
4. Pack documents loosely in archive size boxes, spine facing down.
5. Label boxes and create inventory of items packed.

6. Items will be collected and placed immediately into refrigerated transport, delivered to Steamatic and placed into our on-site freezers to stabilise them and prevent further deterioration.

7. Upon approval to proceed with the restoration process, the documents are then placed into the vacuum freeze dryer.

For additional safety, most items can be irradiated or Ethylene Oxide treated to kill any embedded pathogens. This is critical for items that are to be returned to service, it's also considered essential for items that have been immersed in contaminants such as sewage and other biological hazards.

Steamatic Locations

Adelaide
Albury-Wodonga
Ballarat
Ballina
Batemans Bay
Bega
Bendigo
Brimbank
Brisbane
Cairns
Canberra
Central Coast NSW
Central West
Coffs Harbour
Devonport
Geelong
Gippsland
Gold Coast
Hobart
Horsham
Melbourne
Mildura
Moreland
Newcastle
Port Macquarie
Regional SA
Shepparton
Sunshine Coast
Sydney
Tamworth
Toowoomba
Townsville
Wagga Wagga & Riverina District
Warrnambool
Western Australia
Wollongong
Yea



The Steamatic group of companies is available 24/7 around Australia when disaster strikes.

THE STEAMATIC GROUP OF COMPANIES

