

CLIENT

Mr. Krishna Kumar

OVERVIEW

Mr. Krishna Kumar is a working professional from Coimbatore.

GOALS

To recover files from hard drive affected due to the file system error

APPROACH

The client approached Stellar Data Recovery to recover files from the affected hard drive

RESULTS

Stellar Data Recovery team successfully recovered files from the hard drive.

STELLAR ASSISTS ITS CLIENT TO RECOVER DATA FROM AFFECTED HARD DRIVE

Mr. Krishna Kumar, a graphic designer by profession and photographer by passion. If not busy creating visual concepts, he likes to take pictures.

THE SITUATION THE CLIENT WAS PUT INTO

Mr. Krishna Kumar loves photography and doesn't miss a chance to capture the world through the lens. Just like the other days, he connected his 1TB external hard drive, model no. "WDBGPU0010BBL-0B" to transfer files from the PC to the hard drive.

Unfortunately, he was unable to copy the files from PC to the hard drive and had no idea what went wrong. Moreover, he was worried about the videos, and photos stored on the hard drive as he thought that he had lost all of them.

WHAT THE CLIENT DID TO MITIGATE THE PROBLEM

In order to find the answers to "Why" and "How", the client searched the internet for probable solutions to resolve the issue at his end, but he ended up getting more confused.

Unable to find a way forward aggravated the situation. Therefore, he thought of contacting a data recovery service provider and approached [Stellar Data Recovery Coimbatore](#). One of our executives got in touch with him to explain how Stellar Data Recovery team can help him.

On meeting the executive, Mr. Krishna Kumar, first thanked the executive for attending him and at the same time expressed his concern with regard to the difficult situation he was put into. He further enquired about the reliability of data recovery process and added whether there would be any issue regarding the privacy of the data.

Responding to his queries effectively, the executive further requested the client to submit the hard disk so that the data recovery experts could have a look into the matter. After getting

the client's approval, the hard disk was sent to the [data recovery lab](#).

STELLAR OVERCOMES THE CHALLENGE FACED BY THE CLIENT

When the data recovery experts connected the hard drive to the system, it failed to recognize it. Then the professional created the full image of the affected storage media and scanned it using in-house data recovery tool, and after the scanning process, he was able to access few of the data.

After that, they performed a deep scan of the hard drive and to access the original partition and collected all the data. However, some of the video files were corrupt and the data recovery expert repaired all the video files.

The Stellar team successfully recovered all the images and video files without any issue.

THE CLIENT GOT HIS DATA BACK

The executive then informed the client about the successful recovery of his data and requested him to come to the center to verify the data. They delivered what they had committed and that too within a specified time limit. The client was delighted in getting access to his data. He expressed his gratitude and said that Stellar Data Recovery exceeded his expectations!