

CLIENT

Gmmco Ltd.

OVERVIEW

Gmmco Ltd. is a leading heavy machinery and equipment dealer

GOALS

To recover files from an unrecognized HDD

APPROACH

The client approached Stellar Data Recovery Service Center - Chennai to efficiently recover files from an unrecognized HDD

RESULTS

Stellar data recovery recovered the client's data from the unrecognized HDD

DATA RECOVERY FROM THE INACCESSIBLE HARD DRIVE

Gmmco Ltd. is a leading heavy machinery and equipment dealer headquartered in Chennai, India. It manages sales and support of machines, engines related to infrastructure development, and road-laying activities.

PROBLEM THE CLIENT FACED

Gmmco Ltd. bought a 500GB hard drive (SATA DRIVE/ST500LT012/SERIAL NO: W0V6SJER) which turned inaccessible. Further on accessing the HDD under "Disk Management", the hard drive was still not recognized.

The hard drive had all the critical information about the deals, doc files, PowerPoint presentations, PDF files etc. As the client deals in mining, construction, and road-laying machines, it was a serious threat from the business perspective as the company's operation stopped abruptly.

WHAT WAS THE CLIENT'S COURSE OF ACTION

The client's concern was the important data stored on the hard drive and it was imperative to recover the data from the inaccessible hard drive. The situation demanded a quick and reliable solution; therefore, the client contacted [Stellar Data Recovery Service Centre - Chennai](#) for an efficient recovery of the data.

One of the representatives of Stellar got in touch with the client. The client explained the issue and asked whether his data would be restored safely. The representative cleared all the client's doubt and assured him of complete and reliable data recovery without compromising on the confidentiality and privacy of the data. In addition, the client was requested to [submit the affected hard drive](#).

STELLAR SOLVES THE ISSUE

After getting the green signal from the client, the data recovery team got into action and analyzed the affected hard drive for the probable cause of its inaccessibility state. The data recovery team found out that the HDD had some bad sectors and that had turned it inaccessible. On thoroughly analyzing the hard



drive, the team further found out that 1 head was weak and to recover data from it, they mapped it with a working hard drive. Although the reading process was quite slow and it took some time for the process to get completed.

After that, the team create an image of the hard drive and skipped some sectors using Advanced scanning and recovered the client's data. The team checked the recovered data, and it was working fine.

THE CLIENT WAS SATISFIED WITH THE SERVICE

The client was informed of the successful recovery of data. The client checked the data and was satisfied by the results. He was elated as the Stellar Data Recovery Team did an exceptional job and recovered all the important files. The client was happy with the Stellar's services.