

CLIENT

Mr. Thrivikram J

OVERVIEW

Mr. Thrivikram J is a working professional

GOALS

Recover important data from an inaccessible hard drive

APPROACH

The client approached many vendors and finally approached Stellar Data Recovery Service Center - Bengaluru

RESULTS

Stellar recovers Data from the affected hard drive

STELLAR RECOVERS DATA FROM AN INACCESSIBLE HARD DRIVE

Mr. Thrivikram J is a working professional and hails from the Silicon Valley of India i.e. Bengaluru. Bengaluru is a major hub for the IT companies in India.

THE CLIENT WAS UNABLE TO ACCESS HIS EXTERNAL HARD DRIVE

The client had WD external hard drive of storage capacity 2 TB. The issue he faced was that when he tried to boot the hard drive, it failed to boot up and as a consequence, his hard drive turned inaccessible. Moreover, the hard drive started making a clicking noise. The dilemma was that the inaccessible hard drive contained all his precious data such as his family photos plus the hard drive contained critical official data as well.

HOW THE CLIENT DEALT WITH THE ISSUE

To recover important data from the affected hard drive, the client approached several vendors for data recovery services but was not convinced with any. Further, one of the client's friend suggested him to approach [Stellar Data Recovery - Bengaluru](#) branch and the client did the same.

The representative of Stellar got in touch with the client and was all ears to his issue. Further, the representative answered all the client's queries and assured him of complete and reliable data recovery process. In the end, the representative requested the client to submit his external hard drive so that the data recovery specialists could further examine it.

STELLAR DATA RECOVERY RESOLVES THE ISSUE

After the client submitted his inaccessible hard drive, the hard drive was sent to the data recovery lab. The data recovery specialists found out that it was a physical case as the head of the hard drive crashed and that was behind the inaccessibility of the hard drive.

As the hard drive head crashed, the team transplanted the head in the [CLASS 100 CLEAN ROOM](#) Lab using proprietary tools and completed the imaging process of the hard drive. After imaging the hard drive, the team further found out that the data was



inaccessible due to corrupt partitions and bad sectors. The team scanned the hard drive and successfully recovered all the important data using data recovery tools.

The representative informed the client of the successful recovery of his important data and requested him to validate the same.

THE CLIENT'S FEEDBACK

The client came to the Bengaluru branch and was happy to get his important data back. Furthermore, the client rated the services of Stellar Data Recovery 5 on 5 and stated: "It was nice to recover all data from the external hard drive"