

## CLIENT

AN INDIVIDUAL

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## OVERVIEW

The client is an individual from Coimbatore, who lost his videos & document files

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## GOALS

To successfully recover client's data from inaccessible partition

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## APPROACH

- Called Stellar Data Recovery Coimbatore
  - Requested to pick up his Seagate 1 TB HDD
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## RESULTS

- Recovered lost videos and documents
- Repaired corrupt videos

## AN INDIVIDUAL REGAINED LOST VIDEOS AND DOCUMENTS FROM INACCESSIBLE PARTITION

The client, a native of Coimbatore, had recently lost his videos and document files due to non-detection of his laptop's storage drive partition.

His Seagate hard disk drive had the model number SRD0SP0, serial number NA5AQP4G, and with the storage capacity of 1 Terabyte.

The client used his hard disk drive to store his digital data. The partition of the storage drive that had become inaccessible lately had important personal videos and other business critical data, which he did not want to lose. Being a smart and intelligent man, our client called [Stellar Data Recovery Coimbatore](#) for resolving his issue.

## STELLAR DATA RECOVERY – COIMBATORE

Our customer got in touch with our Coimbatore branch. The client expressed his grief of losing his valuable data from his inaccessible D: drive and wanted our help. Being a busy man, he requested **home pick-up service**. One of our representative, fetched the HDD for analysis and recovery. We conveyed our customer to share the diagnosis result once it is performed by our technical engineer.

## A FLAWLESS RECOVERY AND REPAIR

Our data recovery engineer analyzed the problem of the hard disk drive thoroughly. He then concluded with the following note:

- Media was detected, but partition not visible
- Problem in the initial sectors of the affected drive
- Few bad sectors resulted in the partition loss
- Few videos required by client was corrupted too

The same was communicated to client through email.

After receiving his affirmation for recovery, our engineer at the outset created full image from the defective storage medium. He then used Stellar's powerful data recovery software to scan



the created image file. The engineer previewed the partition to assure all is as per expectation. After that he recovered all the data and saved it in Stellar's recovery drive. The process took a substantial amount of time.

On scrutinizing few files, our quality expert found few corrupt videos that do not play. The same was communicated to the service engineer, who then used Stellar's video repair software to repair corrupt video files. All data was recovered and repaired in perfect working condition. The success was conveyed to the client. This time our client made a personal visit to the center for verification and procurement.

### **SATISFACTORY FEEDBACK**

Our client, revisited Stellar Data Recovery Coimbatore center. He verified all the necessary files and folders of his drive. He was satisfied that all the data that he lost was recovered within a short period of time. He expressed his gratitude with his polite words **"Service is good."**