



## CLIENT

Corporate

## OVERVIEW

The client is one of the market leaders in the Indian electronics industry. The client has a hard drive which is inaccessible.

## GOALS

Recover all software related data from the 40 GB hard drive.

## APPROACH

- The client's IT department tried to recover the data using free data recovery software
- After being unsuccessful multiple times, they brought the hard drive to Stellar.

## RESULTS

Successfully recovered data in working condition.

## SUCCESSFULLY RECOVERED DATA FROM INACCESSIBLE HARD DRIVE

A Kochi based leading electronics company was experiencing a problem with one of its hard drives that contained important software data.

The IT team of the company made multiple attempts at recovery but failed to make any headway. The representatives of the client then brought the 2.5 Inch laptop hard drive **MDL No: HTS541040G9AT00 / SERIAL NO: 11S39T2513Z1ZAVC00JXAB** to Stellar. The capacity of the drive was 40 GB and it was working on Windows operating system.

## APPROACH OF STELLAR DATA RECOVERY - KOCHI BRANCH

After receiving the hard drive from the client, the experts at Stellar began conducting analysis of the hard drive. During the initial analysis, they discovered that the hard drive was only being detected in Safe Mode. Stellar team shared this Analysis report with the client. Post approval from the client, the experts from Stellar then began the recovery process.

## STELLAR RESOLVES THE PROBLEM – INACCESSIBLE HARD DRIVE

Once the technicians had identified the problem, the data recovery experts attempted to create an image of the hard drive using the proprietary Stellar Data Recovery software.

The process of creating disk image was unsuccessful as the hard drive had numerous bad sectors. The experts then tried to create disk image in programmed input and output mode and it was successful.

With proprietary Stellar's data recovery software, our engineers performed a complete scan and successfully recovered the data in working condition. They confirmed all the data was recovered and running smoothly.

## CONTENTED CLIENT

After completion of data recovery, the client, visited [Stellar Data Recovery Kochi](#) branch and confirmed that the recovered



files were working fine. The client was extremely delighted with the result as the data reclaimed was essential to their business.