

## CORPORATE

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## ABOUT CORPORATE

A company located at Kochi has lost data due to crashed HDD

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## GOALS

To recover clients data from the inaccessible 1 TB Samsung hard disk drive

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## APPROACH

The client visited Stellar Data Recovery Kochi branch with their crashed Samsung hard disk drive for data recovery

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## RESULTS

Successfully recovered official documents like MS Excel & Word files together with photos & videos

## CRASHED HARD DRIVE'S DATA RECOVERED

Kochi-based company, lost its important data stored in a crashed hard disk drive. The client lost important official documents such as Excel and Word files together with some important photos.

The 1 Terabyte Samsung hard disk drive was used in Windows operating system with model number ST1000LM024 and serial number S31LJ9DG710324.

Because of the urgent need of the official files, the company decided to contact Stellar Data Recovery to recover data from the crashed medium.

## CLIENT'S APPROACH

The client visited Stellar Data Recovery – Kochi branch with their inaccessible hard disk drive. After a brief meeting with the client and persuaded him about our guaranteed data recovery service briefing our expertise, the client, being satisfied with our trusted brand, the client submitted the inaccessible Samsung hard disk drive.

## STELLAR DATA RECOVERY - KOCHI AT RESCUE

Stellar Data Recovery – Kochi received the crashed Samsung hard drive and performed a physical handover to our data recovery engineer for diagnosis.

The assigned engineer verified the health status of the hard drive and found the following issues:

- Corrupt Firmware
- Bad sectors

The engineer fixed the firmware issue that was the root cause for the non-detection of data. We used our proprietary data recovery tool to create image of the hard disk to circumvent bad sectors.

Once the image creation task was successfully completed, the image file was deeply scanned to recover data thoroughly and found everything in working condition. Finally, we delivered the data to the client.

## CONTENTED CLIENT

The client, sent a representative to check the recovered data. The representative verified the important official files in perfect state. The client was contented with the Stellar Data Recovery service and process from the beginning till the end.