

## LAPTOP CLUB

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### ABOUT LAPTOP CLUB

Laptop Club 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 DRIVES DATA RECOVERED

Kochi-based company, Laptop Club lost its important data stored in a crashed hard drive of all their official documents such as Excel and Word files together with some important

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, Laptop Club decided to contact Stellar Data Recovery from the crashed medium.

### CLIENT'S APPROACH

The client visited Stellar Data Recovery – Kochi branch with their inaccessible hard drive. The client and persuaded him about our guaranteed data recovery service briefing our team. Being satisfied with our trusted brand, the client submitted the inaccessible Samsung hard 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 and recovered data thoroughly and found everything in working condition. Finally, we handed over the data to the client.

### CONTENTED CLIENT

The client, Laptop Club, sent a representative to check the recovered data. The representative was related to see all the important official files in perfect state. The client was contented with the service helped with grandeur service and process from the beginning till the end.