

CLIENT

Corporate

OVERVIEW

A Kochi-based electrical appliance manufacturing company lost data from their laptop

GOALS

To recover client's data from the unrecognized internal hard drive of a laptop

APPROACH

The client visited Stellar Data Recovery - Kochi service center to recover their lost data

RESULTS

Successfully recovered the client's data

DATA RECOVERED FROM HDD NOT RECOGNIZED

India's major electrical appliances manufacturing company headquartered at Kochi, lost its important data stored in a laptop's hard disk, which was unrecognized due to some internal issue.

The Toshiba hard disk drive had the model number MQ01ACF050 and serial number 56MOC1S0T with 500 GB capacity. As financial year document files were stored in the laptop, the company cannot afford to lose such business-critical data.

APPROACH TAKEN BY THE CLIENT

The company decided not to try any data recovery solution by themselves lest their vital files might be lost permanently from the unrecognized storage medium due to lack of proper tools and technology required to perform a successful data recovery.

For that reason, the representative directly visited Stellar [Data Recovery Kochi](#) service center with their affected laptop and submitted the storage drive for data recovery.

STELLAR DATA RECOVERY TO THE RESCUE

Looking at the criticality of data, we at Stellar Data Recovery - Kochi branch assigned the recovery task to our specialist data recovery team.

Our team checked the hard drive in the BIOS mode and found an issue with the firmware, which resulted in inaccessibility of the internal hard drive of the laptop. They then resolved the firmware issue and initiated the image creation process using Stellar's proprietary data recovery software.

During image creation, experts found that some platter area was not readable due to the presence of bad sectors. They evaded the issue by reading all the sectors using a different head and subsequently mapping the head one by one to complete the imaging task.

They then deep scanned the image file using the proprietary software and recovered all the data from the hard drive. The



process used a considerable time but the result was fruitful. We verified the recovered data and found it to be perfect.

CONTENTED CLIENT

We conveyed the data recovery success to the client. The same representative visited our service center to fetch their hard drive and examined the working state of the most coveted document files. "After ensuring all the recovered data was, opening seamlessly and there was no corruption in the files. The client was completely satisfied with our service."