

## EXTERNAL DRIVE DATA RECOVERY

# WD BLUE HDD CRASH THREATENS YEARS OF PERSONAL IMAGES

### CLIENT

Una Majmudar recently contacted Secure Data Recovery Services after an external hard drive stopped working. Fearing the permanent loss of valuable personal information, she contacted Secure Data Recovery for help.

### HARDWARE

Western Digital Blue 1 TB external hard drive configured for use with a personal computer running Windows OS.

### CAUSE OF DATA LOSS

Una Majmudar reached out to Secure Data Recovery Services when she discovered that her WD Blue external hard drive would spin up but had suddenly stopped being able to read the stored data.

### DATA RECOVERY

Upon arrival at our secure data recovery lab, our expert technicians performed a comprehensive diagnostic analysis. In addition to read and reallocation errors, the WD Blue drive experienced service area corruption to the firmware and damage to the read/write heads.

The WD firmware damage was repaired using custom utilities and the read/write heads were replaced before our technicians successfully imaged the drive in a certified Class 10 ISO 4 cleanroom. All customer data was recovered and transferred to a SecureDrive KP external drive.

### OUTCOME

Secure Data Recovery Services successfully recovered the full contents of the WD Blue external drive, including precious personal photos and family documents. As a Western Digital Platinum Partner, our data recovery services can be carried out with no threat to existing manufacturer warranties, and we have experience with the full product line of Western Digital storage devices.

Our expert technicians and developers maintain an industry-leading 96% success rate. Your first call is the

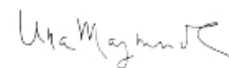


most critical when data loss strikes. Secure Data Recovery Services' customer services specialists are available 24/7, and we offer several data recovery options to fit your immediate needs.

Secure Data Recovery Service customers get free inbound shipping of failed media directly to one of our secure data recovery centers or via one of more than 250 partner locations across North America. Our expert technicians will provide a free diagnostic analysis, no-obligation cost estimate, and our "no data, no recovery fee" guarantee. You pay nothing if we can't recover your data.

*"I was afraid that I'd lost years of precious images and data forever. Secure Data Recovery Services' customer service representatives assured me they could help, and they delivered. I got almost everything back, and I couldn't be happier!"*

Signature \_\_\_\_\_



Una Majmudar