

# Secure Data Recovery saves irreplaceable accounting data from a massive fire damaged RAID.

## THE CLIENT

Pita Pit USA, Inc. A large restaurant franchise headquartered in Idaho.

## HARDWARE DETAILS

SMB server containing a 5 x Western Digital RAID-5, 128 sectors/stripe configuration.

## THE DATA LOSS SITUATION

The IT consultant working with Pita Pit contacted Secure Data Recovery services describing a severe disaster which occurred at the server room inside the franchise's facility. An out of control blaze burned for hours with temperatures exceeding 932 degrees Fahrenheit. This melted the server box and charred the metal and all electronic components in the system. The client requested recovery of all QuickBooks and financial files stored on the server from the summer of 2018 and on.



## THE DATA RECOVERY

Upon contacting Secure Data Recovery, the customer was advised to ship the Server box to our certified lab for analysis. Upon receipt of the server, hard drives were carefully removed and catalogued by our shipping/receiving department. A visual inspection during the diagnostics phase of the recovery process found that the markings and labels on the disks were too badly damaged to make out the model of hard drive. However, the engineers were confident a recovery was possible.

The initial step of the recovery procedure was to meticulously clean and decontaminate internal magnetic platters which housed the data. Engineers then used our Class 10 Cleanroom to fully rebuild all electronics that were melted. Once the disks were fully repaired, the engineers moved to rebuild the RAID and extract all the data to move it to a brand new hard disk.

## THE OUTCOME

The recovery process took about 3 weeks of work by our engineering team but resulted in 100% success. Secure Data Recovery was able to successfully save over a years' worth of financial data so that the Client did not have to spend months re-creating it and could stay on track with their daily operations.