

RAID NAS DATA RECOVERY

SEVERE MECHANICAL AND LOGICAL ERRORS TAKE DOWN PEDIATRICS CENTER'S DELL EQUALLOGIC NAS

CLIENT

Pedro Riojas, an administrator with the Wee Tots Pediatrics group practice in Arlington, Texas.

HARDWARE

Wee Tots Pediatrics stores its medical records on a Dell EqualLogic PS6000 NAS configured as a RAID 10 with 16 Seagate Enterprise 600 GB Cheetah hard drives running Windows OS.

CAUSE OF DATA LOSS

The Dell EqualLogic NAS went offline as a result of multiple disk failures, making patient records stored on VMs in SQL and EPRO database files that were critical to the healthcare provider's operations inaccessible. They needed emergency RAID data recovery, so Mr. Riojas contacted Secure Data Recovery Services to open a case.

DATA RECOVERY

After receiving the 16 Seagate HDD devices at our data recovery center, our expert technicians conducted a thorough diagnostic to determine the cause of the disk failures. They began with the physical drives and discovered failed read/write heads and severe platter damage, all of which required repairs before the full recovery process could begin. The drives also suffered service area corruption in the firmware, lost RAID configuration, and file system corruption that would have to be corrected manually by our development team with purpose-built utilities.

After receiving authorization for emergency RAID data recovery service, we repaired the damaged drive hardware and successfully cloned each device in a certified Class 10 ISO 4 cleanroom. Next, our development team got to work on restoring the RAID configuration and rebuilding the original volume architecture. Using custom tools developed specifically for this case, our developers then manually extracted the drive contents, repaired user data corruption caused by damage to the file system, and successfully extracted Wee Tots' lost data to our secure storage servers.

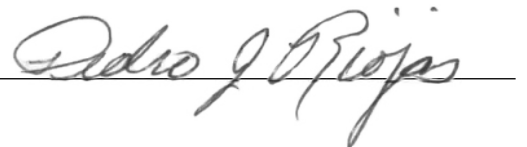


OUTCOME

Several of the drives had severe platter damage, which often produces permanent data loss. But our data recovery engineers were able to successfully recover 99% of Wee Tots Pediatrics' lost medical information, comprising about 2.3 TB of data. We transferred all recovered files to an 8 TB transfer DAS device for secure return shipment to Mr. Riojas.

Secure Data Recovery Services specializes in complex RAID data recovery and repair, and we have a documented 96% success rate to prove it. Our development team has proprietary tools for any RAID data loss scenario, and our emergency service option will have you back online with minimal downtime. We provide each customer with a free diagnostic and report, a no-obligation cost and turnaround time estimate, and a "no data, no recovery fee" guarantee. If we can't recover your data, you pay nothing.

Signature



Pedro Riojas
Administrator
Wee Tots Pediatrics