

RAID DATA RECOVERY

RAID FAILURE CRIPPLES CUSTOM PRINT HOUSE SERVER

CLIENT

Sherwood Printers based in Toronto, Ontario, specializes in custom print and web services for businesses and corporations of all sizes. The company uses an AMD server and RAID 10 configuration to store critical business data and client design materials.

HARDWARE

Sherwood Printers uses a standalone AMD server in a RAID 10 configuration with eight Seagate Barracuda 4 TB drives running Microsoft Server.

CAUSE OF DATA LOSS

Earlier this year, Sherwood owner Manoj Sheth reached out to Secure Data Recovery Services when two of the company's RAID drives went offline, leaving critical business and customer data completely inaccessible. The company had tried to swap out the failed drives and change the drive order, but all attempts to rebuild the RAID failed. Mr. Sheth turned to Secure Data Recovery Services for help.

DATA RECOVERY

Secure Data Recovery Services engineers conducted a full diagnostic analysis at our data recovery center. They found logical and mechanical failures in two drives. In addition to read and reallocation errors, the RAID configuration required rebuilding, the damaged file system needed manual repairs, and failed read/write heads needed replacing.

Secure Data Recovery Services' development team reconstructed the original volume architecture by manually piecing together previous file structures in a certified Class 10 ISO 4 Cleanroom. Then the drives were successfully imaged and de-striped before our expert technicians extracted all user data affected by the damaged file system using custom utilities modified specifically for this case. User data was then transferred to our secure storage server.

OUTCOME

Secure Data Recovery Services achieved a full recovery of more than 13 TB of critical business and client information, and securely stored it on a direct-attached drive for return shipment to Sherwood Printers.

Secure Data Recovery Services prides itself on having the most industry-specific credentials of any data recovery service. Our expert technicians draw on decades of combined experience and purpose-built solutions to maintain an industry-leading 96% documented success rate.

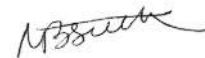
When data loss strikes, your first call is the most critical one. Our award-winning U.S.-based customer service representatives are available 24/7, and you can choose from several data recovery options based on your immediate needs, including emergency services with average turnaround times of about 48 hours.

We offer free inbound shipping to one of our secure data recovery labs in Toronto, Cleveland, Chicago, or Los Angeles. For added convenience, we also have more than 250 partner locations across North America where damaged media can be dropped off.

Secure Data Recovery Services customers receive a free diagnostic analysis, up-front and no-obligation price quotes, and no payment until all your lost data has been restored. Our "no data, no recovery fee policy" guarantees that you pay nothing if we can't recover your data.



Signature _____



Manoj Sheth
Owner
Sherwood Printers

