

LAPTOP DATA RECOVERY

FAILED SAMSUNG NOTEBOOK DRIVE NEEDS CUSTOM RECOVERY SOLUTION

CLIENT

Memphis, Tennessee resident Dennis Ring used his laptop's internal hard drive to store family photos and other important personal documents.

HARDWARE

The laptop was equipped with a Samsung Spinpoint M8 Momentus drive with 1 TB of storage space and formatted for use with Windows.

CAUSE OF DATA LOSS

Mr. Ring noticed that his laptop drive had begun to act strangely, including emitting a hissing sound when it spun up. Eventually, the drive stopped operating altogether, and he reached out to a local Secure Data Recovery Services partner near his home in Memphis to see if his lost data could be recovered..

DATA RECOVERY

After receiving the Samsung Spinpoint M8 drive at their data recovery center, Secure Data Recovery Services engineers conducted a comprehensive diagnostic to pinpoint the cause of data loss. The data recovery team found severe mechanical and logical failures in the drive, including read and reallocation errors due to bad drive sectors, damaged partition and boot sector corruption, failed read/write heads, damage to the printed circuit board, and light platter damage – any one of which could lead to permanent data loss.

Our expert technicians received authorization to proceed with data recovery services. They made repairs to the PCB and replaced the damaged drive heads. Next, they successfully imaged the drive in a certified Class 10 ISO4 cleanroom and scanned the entire file structure to identify all available user data. Finally, all data was securely extracted to SDR's storage servers.

OUTCOME

Secure Data Recovery Services' data recovery team recovered nearly all Mr. Ring's lost data, comprising



almost 720 GB of data, including previously deleted and overwritten files. All data was stored on a 1 TB Western Digital transfer drive for return shipment.

Secure Data Recovery Services' expert engineers have earned their reputation as the most innovative specialists in the industry. In addition to having the most industry-specific credentials of any service provider, they specialize in custom and proprietary solutions for all digital storage devices, including laptop data recovery, Android and iPhone mobile recovery, and RAID/NAS servers.

Every Secure Data Recovery Services customer receives free in-bound shipping for failed media, a free comprehensive diagnostic, and no-obligation cost estimate. Secure Data Recovery Services specialists maintain a documented 96% successful recovery rate, the highest in the industry. But they also stand by their "no data, no recovery fee" guarantee. If we are not able to recover your data for any reason, you pay nothing. Call us at 800-388-1266 for a free consultation or to open a case.

Signature _____



Dennis Ring