

## TABLET DATA RECOVERY

# MICROSOFT SURFACE PRO REQUIRES CHIP-OFF DATA RECOVERY

### CLIENT

Sami Shalabi, one of the principals with Maya Management Group, a Dallas, Texas-based grocery wholesale company.

### HARDWARE

Mr. Shalabi uses a Microsoft Surface Pro with a 256 GB SSD internal storage drive to store and access critical Excel spreadsheets, Word documents, and other files vital to Maya Management's business operations.

### CAUSE OF DATA LOSS

The Surface Pro began hanging on the Windows start screen and finally stopped powering up altogether. Fearing the permanent loss of the business data stored there, Mr. Shalabi contacted Secure Data Recovery Services through a local Dallas partner and arranged for the free shipment of the Surface Pro tablet to our data recovery lab to determine if recovery was possible.

### DATA RECOVERY

Secure Data Recovery Services' data recovery engineers performed a full diagnostic and found that any recovery would require the removal of the Surface Pro's screen to access the SSD, which was soldered directly onto the main logic board. Recovery required a full PCB rebuild, including chip and ball group array (BGA) soldering. After receiving authorization to proceed, Secure Data Recovery Services engineers made all necessary physical repairs in order to dump the memory and manually assemble a full image. Next, they scanned the full file structure and extracted all available user data to a secure storage server.

### OUTCOME

Secure Data Recovery Services engineers were able to successfully recover all of Mr. Shalabi's lost business files. A total of 11 GB of data was extracted and transferred to a FIPS-validated and hardware-encrypted 500 GB



SecureDrive KP for return shipment.

Secure Data Recovery Services' data recovery engineers have the most industry-specific credentials available and maintain a 96% successful recovery rate. They specialize in professional data recovery from NAND-based memory devices, including SSD and SSHD storage devices, tablets, smartphones, SD and Compact Flash cards, and any other mobile devices.

All Secure Data Recovery Services customers receive a free diagnostic and no-obligation price estimate, in addition to our "no data, no recovery fee" guarantee. If we can't recover your data, you pay nothing. Call us at 800-399-1266 for a free consultation or to open a data recovery case.

Sami Shalabi  
Maya Management Group