

## HARD DRIVE DATA RECOVERY

# FAILED WD ULTRASTAR HELIUM HDD LEADS TO CRITICAL DATA LOSS

### CLIENT

Michelle Cadari, a professional photographer from Brazil based in New York City and Miami, Florida.

### HARDWARE

Ms. Cadari uses a 4 TB Western Digital helium-filled Ultrastar DC HC310 hard drive formatted for macOS to store images for her photography business.

### CAUSE OF DATA LOSS

Ms. Cadari contacted Secure Data Recovery Services when her WD Ultrastar hard drive suddenly stopped working. The drive held nearly a terabyte of images taken for clients of Michelle Cadari Photography, and the continuity of her business operations depended on restoring access to the failed Ultrastar drive as quickly as possible.

### DATA RECOVERY

The WD drive was delivered to our data recovery labs, where our experts performed a comprehensive diagnostic in a Class 10 ISO 4 cleanroom. Our team successfully cloned the drive, using Secure Data Recovery Services' proprietary utilities and extracted all of the data from the hard disk upon receiving client approval.

### OUTCOME

The contents of the failed Ultrastar drive were central to Ms. Cadari's business, and Secure Data Recovery Services' technicians were able to perform a full photo data recovery of all lost files,



amounting to around 1 TB of images.

Secure Data Recovery Services is a Western Digital Platinum Data Recovery Partner. Our technicians specialize in professional data recovery services for every WD device, from external hard drives, internal HDDs and solid state drives to complex RAID arrays and NAS systems.

Our services for WD customers never endanger any existing product warranties, our documented 96% success rate and No Data - No Recovery Fee guarantee means that Secure Data Recovery Services is your best choice for professional data recovery services.

Michelle Cadari