Seagate Recovery Services™ saved my digital life!

Customer Testimonials
Over the past few months, Seagate has received tremendous feedback from users from all walks of life who have lost access to their personal hard drive data. Read a few of their stories and see what people are saying about Seagate Recovery Services (SRS).

SRS offers a best-in-class, fee-based data recovery service for all makes and models of storage media. Our group of professionals specialises in recovering your lost data safely, securely and confidentially. Where recovery of your lost data is of the utmost importance, professional data recovery is highly recommended. Contact SRS to understand your options for professional in-lab recovery services.

For further information, including email enquiry and online forms, go to: http://www.seagate.com/about/contact-us/data-recovery/

www.seagate.com/datarecovery
I never knew that there was a service dedicated to data recovery, let alone one that could be as fast and efficient as Seagate Recovery Services. It takes a lot for my company and me to be impressed with technology, but what Seagate is doing in the data recovery labs is pure genius.

Seagate brought 100% of the data back extremely quickly, especially when compared to the other recovery services that my company and I have dealt with in the past. Obviously, I would recommend SRS to anybody in need of data recovery.

Eric L., Cortland, New York

What happened
This case came to Seagate Recovery Services from a company in New York that provides storage systems and solutions for the entertainment industry. This company sells Seagate products and is an SRS partner reselling our service with no markup, simply as a value-added service to their customers. This recovery was critical, as the files on the internal drive sent to the SRS lab were for a famous American hip-hop artist, producer and actor based in Los Angeles.

The issue
The internal hard drive came to SRS with obvious mechanical damage. Read and write head failure meant that we had to perform some reconstructive work, such as a transplant of the failed parts to repair the damage. Additionally, file structure corruption made the recovery a more challenging task.

The result
This is the kind of challenge that SRS lab technicians enjoy most. We were able to recover the lost files, and the customer was thrilled.


I wanted to thank you personally for all your kind help with my recovery case. It brought tears to my eyes when I opened my dear friend’s wedding photos and videos. Your patience as we went through the files was above and beyond what most would do!

I know sometimes work may seem just like a job, but you helped me find those precious moments of my best friend, and for that I will be forever grateful!

Misty G., San Ramon, California

“\textbf{It brought tears to my eyes . . .}”

What happened

When Seagate Recovery Services (SRS) received the unit, it made a clicking noise similar to the sound of a card hitting a bicycle spoke. It did that for less than a minute; then it stopped. Misty had tried to plug the external drive into a USB port on her laptop but the same behaviour surfaced and she was unable to access her data.

The issue

There was severe media damage on one surface of the data platters. After further review, scarring was also found to be present on all platters. This meant that the chances for data recovery were limited; if we managed to extract anything at all from the drive.

The result

SRS was able to recover over 75% of the data, despite the scarring on the platters. We asked the customer to review the recovery results and pick the files that were most crucial to her. Fortunately, testing showed that all critical files were intact and recoverable.
“You have an amazing team . . .”

Let me thank you and the technician who worked on this case. We lost our son due to cancer, and all his pictures were on this drive. Losing the drive would have meant that all the memories were destroyed as well. You never gave up, even after several attempts; you did a phenomenal job recovering the data. You have an amazing team there.

V. J., Allen, Texas

What happened

V.J.’s 20-year-old son passed away two months before the data loss incident occurred. All pictures and videos of his son were saved to an external drive. While working on the pictures, the external drive fell on the floor and stopped working. V.J. took it to a known IT support retailer, who sent it to their lab for recovery, but they were unsuccessful in recovering the data. The customer’s plea for help was loud and clear, “These pictures are very valuable to us. Losing our child was painful. Now losing the memories he’d saved is very hard.”

The issue

The surface of the hard disc had considerable damage. As a result of the head crashing, there were scratches close to the outer edge. The dents on the surface may have been caused by a screw dropping on it while internal work was performed, probably at the time of the previous data recovery attempt. The prognosis was not good; recovery chances were slim.

The result

Although this recovery entailed many complicated factors, the Seagate Recovery Services lab technicians persevered, and in the end managed to get the essential data back.
Thank you for your professionalism and the manner in which you expedited the retrieval of nearly 700GB of data. It is remarkable that you were able to recover what you did.

The data retrieved represented over 25 years of digitised audio files from the various film and record projects I had composed and recorded. Sadly, the drive that backed up this material also failed, so to say I am grateful to your company for saving all this data would be an understatement.

William G., Los Angeles, California

What happened

William G. was sure that he had lost much of his life’s work. A prolific film and TV composer, William was upgrading his computer to a new operating system recently when he discovered that his external hard drive would not spin up. He had stored nearly 700GB of data — including several digitised versions of old audio tape — on that drive. He told us “I was just sick to my stomach. I had music files on that drive that I had recorded as recently as a few days ago and as far back as the 1960s.”

The issue

A tough data recovery case, this hard drive had severe mechanical problems and the retrieval would prove difficult. When SRS lab technicians opened up the drive enclosure, they found that the spindle had seized, which meant that the drive platters could not spin freely. That presented the SRS team with a tough challenge, because platters are not designed to be pulled apart easily and then put back together.

The result

Six days after receiving William’s damaged drive, the SRS team contacted him with great news: his music files could be saved. Seagate recovered approximately 670GB of WAV music files, an invaluable portion of his digitised work.
What happened
After dropping his laptop, the customer experienced read/write errors. When he tried to reinstall his Windows OS, he had a disc I/O error. Leo sent it for repair locally, but was told that one of the reader heads was damaged and needed to be replaced.

The issue
Read/write head failure meant that one head failed in the headstack, so SRS needed to complete a head transplant in order to pursue a successful recovery.

The result
We were able to recover nearly all the customer’s data and returned it to him on a new Seagate external drive.

Customer Testimonials

“I had a great customer experience . . . ”

I dropped my laptop on the floor and after a few days I noticed system failures and read/write problems with the hard drive. I looked around for companies that specialise in data recovery, and I even contacted a few.

After sending my drive to a number of data recovery companies for help, I finally contacted Seagate, the manufacturer of my drive, and explained my situation. I quickly received instructions online on how to send my drive to the Amsterdam service facility. I had a great customer experience throughout the entire process because I was managed by a single point of contact, who was always available and answered any questions that I had.

You managed to save nearly 100% of my data to my complete satisfaction.

Leo K., Uppsala, Sweden
I cannot thank Seagate enough. After my external hard drive crashed, we thought that we had almost certainly lost everything. Seagate was able to recover 100% of the files! Most importantly, a decade’s worth of photos were recovered: everything from our wedding to the birth of our son. I cannot begin to tell you how happy we were to be able to get those memories back.

Trent M., Des Moines, Iowa

What happened

The customer owned an external hard drive from another company. His computer did not recognise the external hard drive and it made a skipping sound. He first took the drive to a local IT company, but they were not able to retrieve any data. Trent needed to recover his iTunes music and digital photos.

The issue

The initial evaluation by SRS showed that the customer was probably experiencing an issue relating to the external case of the drive and possibly some instability in the drive itself.

The result

We were able to fully recover the customer’s lost files, and the customer ended up purchasing a Seagate® GoFlex® drive on which to store the recovered data. Like many customers who get their data back thanks to SRS, Trent became a Seagate customer.

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