

I am a...graphic designer, **grandmother**, son, mother, **father**, nephew, music composer, uncle, granddaughter, **photographer**, author, **aunt**, grandson, grandfather, business owner, best friend, **artist**, doctor, scholar, **teacher**, scientist, niece, **student**, engineer, **daughter**

Seagate Recovery Services™
saved my digital life!

Customer Testimonials



Don't simply take *our* word for it.

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 specializes in recovering your lost data safely, securely and confidentially. Where recovery of your lost data is of 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 inquiry and online forms, go to: <http://www.seagate.com/about/contact-us/data-recovery/>

www.seagate.com/datarecovery



“... pure genius”

I never knew 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 with the quickest turnaround time, 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 who resells our service with no markup, simply as a value-add for 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 especially enjoy. We were able to recover the lost files, and the customer was thrilled.



“It brought tears to my eyes . . .”

*I wanted to personally thank you for all of 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 over 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

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 behavior 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 discovered to be present on all platters. This meant that the chances for data recovery were limited, if we managed to extract anything out of the drive at all.

The result

SRS was able to obtain recovery of 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 them. Fortunately, testing showed that all critical files were intact and recoverable.



“You have an awesome 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 would have been destroyed as well. **You guys never gave up, even after several tries, and did a phenomenal job recovering the data.** You have an awesome 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 to 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 disk had considerable damage. There were scratches close to the outer edge as a result of the head crashing. The dents on the surface were likely 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 complicating factors, the Seagate Recovery Services lab technicians persevered, and in the end managed to get the essential data back.



“to say I am grateful . . . would be an understatement.”

*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 digitized audio files from the various film and record projects I'd 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 of this data would be an understatement.

William G., Los Angeles,
California

What happened

William G. was sure he'd 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 wouldn't spin up. He had stored nearly 700GB of data—including several digitized 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'd 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 the drive platters couldn't spin freely. That presented the SRS team with a tough challenge because platters aren't designed to be easily pulled apart 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 digitized work.



“I had a great customer experience . . .”

I dropped my laptop on the floor and after a few days noticed system failures and read/write problems with the hard drive. I looked around for companies which specialize 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

What happened

After dropping his laptop, the customer experienced read/write errors. When he tried to re-install his Windows OS, he got a disk 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 of the customer's data and returned it to him on a new Seagate external drive.



“. . . how happy we were to be able to get those memories back.”

*I can't thank Seagate enough. After my external hard drive crashed, we thought for sure that we had 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 can't 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 recognize the external hard drive and it made a skipping sound. He first took the drive to a local IT shop 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 likely 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 to put the recovered data on. Like many customers who get their data back thanks to SRS, Trent became a Seagate customer.

www.seagate.com

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