



**motherboard**  
Your IT Partner

# Professional Data recovery



## Data Loss: The Facts

### Introduction

There is a common misconception amongst computer users, including many experts that lost or inaccessible data is permanently destroyed, with no hope of recovery.

This is not so. In most cases, **data is recoverable**. So never assume that your valuable data is gone forever. Always check with a qualified data recovery expert before taking action.

### What causes data loss?

Hardware or system problems account for approximately 56% of data loss occurrences, with the majority of these malfunctions being hard drive failures.

Our data recovery engineers classify hard drive failures in two categories:

- **Logical Failure:** The hard drive is in working order but files are not accessible.
- **Mechanical or Electronic Failure:** The hard drive is not functioning. The most common causes are head crashes, motor failure and interface problems.

Some of the main causes of hard drive failures are power surges, physical damage, natural disasters and viruses.

Human error is also a major factor in data loss. Our findings indicate that human error accounts for around 25% of data loss through accidental overwriting or formatting.

Other causes of data loss are software corruption, virus attack and damage to

equipment through disaster such as fire and flooding etc.

### What to do when disaster strikes

Don't panic!. Acting without the necessary expertise is putting your valuable data at even greater risk of being permanently destroyed.

Do not do anything to the disk. If the disk is making unusual sounds, turn off the computer immediately as the drive is most likely physically damaged.

If you try to download data recovery utilities from the web to the drive in question, you could possibly be overwriting the data that you are trying to save.

Call us or email: [recovery@motherboard.ie](mailto:recovery@motherboard.ie) and we will be happy to advise.

### Our Data recovery Services

At Motherboard we take the mystery out of data recovery. We will carry out a free of charge diagnostic on the disk or storage device in question. Once this has been completed we can advise on the next course of action.

If there is no physical damage to the device, we can usually provide a list of recoverable files and the cost of the recovery at this stage.

In the event that there is physical or electronic damage and we are unable to access the disk, we recommend sending the drive to our UK based Class 100 Clean Laboratory.

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Here, your drive will be opened and inspected . Damaged components will be replaced to enable the disk to be read.

It is important to note that where the heads have “crashed” onto the disk platter, there will usually be some degree of media damage, meaning that some of the files will not be fully recoverable.

### **Costs of clean lab recovery**

As the diagnostic process is complex and time consuming, there are set fees which are determined by the media type. Two issues will then determine the cost of the recovery;

- How quickly the recovery is required. There is a sliding scale associated with this ranging from a priority overnight service to a timescale of one week.
- The complexity of the recovery. This is determined by the degree of damage to the media, and how long the actual recovery will take in the laboratory.

**Recovered Data:** After your data is recovered, it's returned on the media of your choice (hard drive, CD, DVD, tape, USB drive).

### **Things to consider**

Data recovery is not cheap. But you need to consider certain things such as:

- How valuable is your data?
- Is it irreplaceable?
- If it can be recreated, how long will it take and at what financial cost?

- What are the implications in terms of loss of business through down time, or loss of client confidence etc.?
- Are there any legal implications associated with non retention of financial data or loss of client data?

### **Tips to prevent data loss**

In a word; **Backup!** Always ensure that you have a reliable backup of your data. Whether it's a laptop with a hard drive full of irreplaceable family photos, or an enterprise level RAID system. Check your backup system regularly to ensure that your data can be restored.

We at Motherboard will be happy to advise you on a suitable backup solution for your business.

### **Motherboard has the expertise to recover data from all situations:**

- All causes of data loss including; viruses, natural disasters, accidental deletion, system crashes, corruption, hardware failure and more.
- All types of devices and systems including; desktop, laptop and external hard drives, RAID systems, flash memory devices and most types of backup media.



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