

Westmorland Fire & Security Case Study (UK)

Case Study



Mission

Protecting people and property.

Industry

Surveillance and Security

Experts in fire and security for domestic, commercial and public sectors.

Website

westmorlandsecurity.co.uk

Protecting People and Property

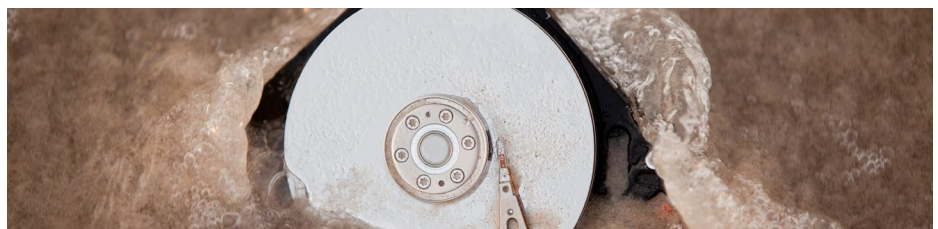
For over 40 years, Westmorland Fire & Security Company's mission has been focused on "protecting people and property." Their vast security portfolio provides solutions and services for both consumers and commercial customers, which the company hopes no one will ever have to use. But when theft or robbery occurs, the company's customers are taken care of completely.

The Problem

In this case, a robbery took place in a remote barn owned by a Westmorland customer who discovered the break-in had taken place and quickly notified the company. Thankfully, the barn was equipped with a closed-circuit television (CCTV), also called a video surveillance system. However, the thieves had taken the recorder with them, so it seemed to be a lost cause. A break-in without conclusive evidence to investigate further.

Lost and Found

Several days later, a civilian reported finding a recorder in the Cocker River. It appeared as if the thieves discarded the device there, trying to destroy the evidence. The recorder was then returned to Westmorland's facility where it was carefully dried out. The HIK vision recorder, despite being under water and mechanically damaged, still worked. Unfortunately, the Seagate® hard drive was no longer functional, so Westmorland Fire & Security reached out to their hardware distributor for advice. They were directed to contact the data recovery experts at Seagate Lyve® Data Services.



The Solution

Staff at Westmorland Fire & Security immediately submitted an online data recovery case to Seagate Lyve Data Services. They say the user experience was pretty straightforward. Upon accepting the fixed cost of the service estimate, they printed the prepaid label and shipped the device to Seagate Lyve Data Services' in-lab recovery location in Amsterdam. During the process, they received regular email updates on the progress of the service. They also had the option to track the case online, 24 hours a day, throughout the whole process. This feature gave the company the reassurance that the drive had been received, was in good hands, and things were underway.

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Seagate Lyve Data Services

Meanwhile, on the other side of the North Sea, the drive was undergoing reconstructive surgery. Melvin Plak, engineering lab manager at Seagate Lyve Data Services, recounted the state of the hard drive when it was received. “Normally, we would advise people to keep their drives submerged in the same liquid solution it was found in, to avoid sediment and minerals from the water potentially settling on the platters. In this instance, not only was it dried out but the drive had been removed from the recorder and attempts to start the drive had been made. The hard drive had even been opened, which is always a bad sign as it usually does not happen in a clean environment, with the same type of equipment we have in our clean room environment.”

Furthermore, when Seagate Lyve Data Services received the drive, it had moisture trapped inside of it. The platters were also dirty, having sat at the bottom of the sandy river. Worse yet, the top two surfaces out of four had become so severely damaged with scratches, likely caused by either the initial mishandling of the recorder or the uncontrolled start-ups of the drive.

A Seamless Customer Experience

The case was assigned to one of Seagate Lyve Data Services’ most senior engineers, specialized in physically damaged drives. He managed to carefully clean the platters and transplant new read/write heads inside the drive. After almost two weeks of imaging the drive, constantly monitoring it, and cleaning the platters and heads to avoid additional accumulation of dust and debris (which would potentially cause further damage), 97% of the files were finally recovered intact. Westmorland Fire & Security was delighted to receive an email update announcing the good news: the data had been successfully recovered!

Solving a Crime

Westmorland Fire & Security were sent tracking details via email, stating that the drive was on its way back to them. Armed with the restored footage, they handed the images of the break-in over to the customer as well as local police. The case is still ongoing, though the recovered video recordings provided crucial information for the investigation, including time and date of the break-in, what method of entry was used, how many intruders were present, what items they attempted to steal, and more.

Conclusion

As an industry forerunner and innovator in data recovery services, Seagate Lyve Data Services transforms inaccessible data into accessible data from any brand of hard disk drive, server applications, and data storage technology. Leveraging the engineering design and technology resources of the world’s most trusted and reputable name in storage technology, we bring the most advanced data recovery services available today. Our solutions are designed to effectively serve thousands of customers, cross-industry business clients, and government agencies. Our portfolio spans data recovery service plans, file recovery software, and cutting-edge in-lab data recovery services.

To stay proactive and plan ahead for unforeseeable circumstances, gain peace of mind with Rescue Data Recovery Service plans that enable people and businesses to recover and preserve their most important digital memories and business assets for a low, upfront cost.

“Lyve Data services achieved what seemed impossible, the complete recovery of data from a hard drive that had been under water for many days!”

—Mark Johnson

Manager at Westmorland Fire & Security



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