Data Loss in Paradise

There wasn't enough time to wait for couriers so the hard drives were put on a plane with a staff member and flown to Brisbane. Within two hours the client was given confirmation that the data was recoverable.

When Uprising Beach Resort in Fiji experienced a problem with their RAID configured server, they knew that they had to act quickly.

Uprising Beach Resort's IBM server with a RAID 5 comprising of 5 SCSI hard drives failed. When the hard drives arrived at the Brisbane cleanroom it was found that one of the mirrored operating drives had failed with internal mechanical faults. The second OS was also reporting bad sectors. Kroll Ontrack took the three hard drives that constituted the data volume, images the hard drives and rebuilt the RAID.

Every single record

According to Alfred Christoffersen, Manager of Uprising Beach Resort, the server contained every single record of their operations since the day that they opened – property management, reservations, accounting, reporting and revenue, payroll – everything. "We did have an external backup" explains Christoffersen, "but it was a month out of date. Restoring it was not an option because it would not have had the last months' worth of data and reservations – we could have re-entered a lot of the missing data manually but it would have taken weeks and we didn't have that kind of time."

So Uprising Beach Resort contacted Datec Fiji Limited who Christoffersen described as being Fiji's biggest and best IT company. Datec Fiji Limited are a part of Kroll Ontrack's Certified Partner Network, and after working on the server for 8 hours, they referred Uprising Beach Resort to Kroll Ontrack Data Recovery.

"I called Kroll Ontrack after their business hours and got through to an automated voice service. I left a message and within 30 minutes, Adrian Briscoe, the Office Manager, called me back" says Christoffersen.