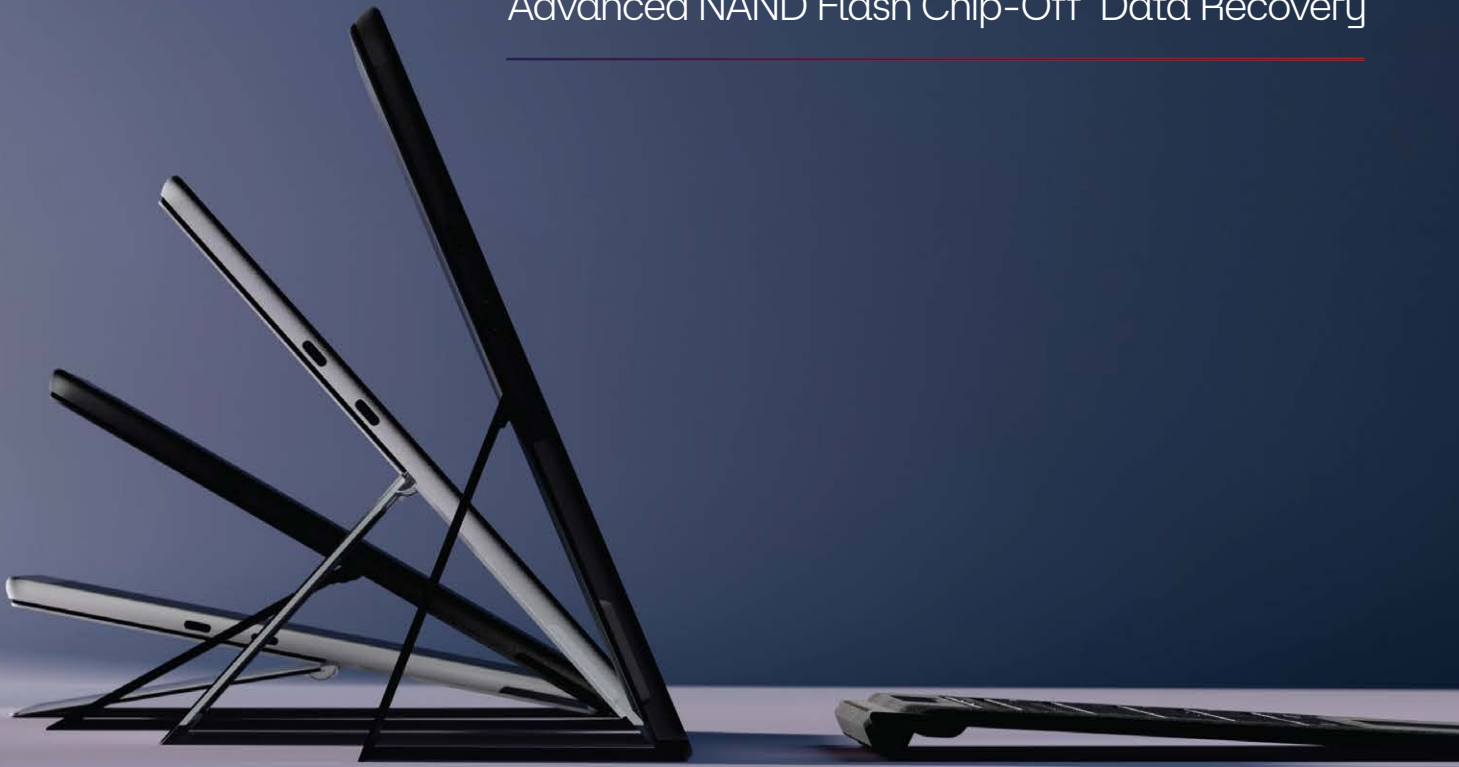


Ensuring business continuity through
Advanced NAND Flash Chip-Off Data Recovery



Case Study

Microsoft Surface SSD Chip-Off Data Recovery



To bring back your Good memories,
MORE Datarecovery will always be there for you.



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Case Overview

2025-01-10: A client approached MORE Datarecovery LLC with a critical issue: their Microsoft Surface Laptop was not booting, and it held valuable and sensitive data, essential to their business operations.

Primary objective

To recover the data with minimal downtime.

Our Mission

At MORE Datarecovery LLC, we are committed to delivering prompt, secure, and affordable professional data recovery services. Our goal is to ensure business continuity for our clients, minimizing downtime in the event of storage failures.

Whether it's a laptop, desktop, internal/ external hard disk, SSD, RAID server, or complex virtualized environments, our technical expertise ensures reliable solutions.

Challenges

The data recovery workflow posed several challenges:

- Integrated SSD

The laptop, when powered on, gave an error in the BIOS screen and won't progress further, without letting to boot from other sources. The SSD in the Microsoft Surface & Apple MacBooks comprises of NAND Flash memory module(s) embedded in the motherboard, requiring advanced methods to retrieve data.

- Potential Failure

The failure was suspected to be related to either the BIOS (firmware) or the SSD itself.

- BitLocker Encryption

Microsoft Surface devices come with BitLocker Encryption by default, adding another layer of complexity to the recovery process.

- Transparency

The client was made aware of the following risks:

- The laptop might not power on, if the attempt fails.
- Data recovery might not succeed despite our best efforts.

Acknowledging these risks and trusting our competence, the client cooperated fully, allowing us to proceed with the lab work in confidence

Actions Taken

- Diagnosis and Hardware Imaging.

MORE Data recovery team conducted a thorough diagnosis of the device and successfully completed chip-off data recovery. We accessed the data storage components and managed to make a 100% image.

- BitLocker - Encryption Key Retrieval

The client was unaware that BitLocker existed in their device, but once we extracted the Key ID, we helped them to get the recovery key from their Microsoft Account to decrypt the volume, post hardware imaging.

- 16-01-2025 Data verification

Further to the Logical Data Recovery, the client verified and confirmed that the data recovery is 100% successful.



Result

Thanks to our 23 years of experience, expertise and advanced recovery techniques, we successfully retrieved the client's valuable data.

Client Testimonial

<https://maps.app.goo.gl/XritMkhamYJRuMYu7>

"I am deeply thankful to the team at MORE Data recovery LLC for their exceptional dedication and professionalism in recovering crucial data from my laptop. Their transparency and expertise throughout the process gave me complete confidence, and they exceeded my expectations. I wholeheartedly recommend MORE Data recovery to anyone facing a similar challenge. Well done, team! Keep up the outstanding work!"

Key Takeaways

Technical Expertise Par Excellence: Successful recovery from integrated SSDs and encrypted devices requires advanced skills, technology, experience & expertise.

Client Communication: Open and transparent communication ensures client trust, even in challenging scenarios.

Focus on Business Continuity: Our commitment to restoring access to critical data highlights our dedication to supporting our clients' operational needs.