

Before Paying a Recovery Specialist, MSI Tried First. It Worked.

A failing drive took the client's data with it. In most shops, the next step is shipping it off to a specialist and waiting for the invoice. **MSI tried first.**

The Challenge

The client hit a data-loss event on a failing drive. The default move is to send the media straight to a specialist data-recovery vendor.

That route is slow, expensive, and comes with no guarantee, and the client would be paying for it either way.

The Solution

Instead of handing the client a specialist's invoice, MSI worked with them to see what could be recovered in-house first.

The outside vendor stayed on the table as the fallback, not the first move.

An MSI engineer worked the recovery directly before any escalation.

Engagement Snapshot

CLIENT	Managed Services Client
SERVICE	Data Recovery
RELATIONSHIP	Managed Services
DELIVERED	Fall 2025

By the Numbers

\$0 spent on a specialist recovery vendor. The data came back in-house.

The Results

The in-house effort worked. The data was restored, the client never paid for specialist recovery, and the engineer who did it became, by the client's account, their favorite person on earth.

"When something breaks, the cheapest fix is a partner who tries before they escalate."