

30 September 2026

Critical Business Data Successfully Recovered

We had an extremely important SSD fail unexpectedly that contained critical operational data for FaceCrime Skin Labs, including the production databases and development files supporting internal systems we rely on to run the business.

The timing of the failure was incredibly difficult for us, and we were facing the possibility of having to reconstruct a significant amount of business data manually. From the beginning, Secure Data Recovery gave us confidence that the device had a strong chance of recovery and took the time to explain the process and what we could expect.

Scott McMacken was particularly helpful throughout the process. He was patient, responsive, and willing to work with us while we evaluated our options and made the recovery financially workable for the clinic. Given how stressful the situation was, having someone who understood the importance of the data and communicated clearly made a meaningful difference.

The recovery ultimately included the critical production database files we were most concerned about. Seeing those files recovered from the failed SSD was an enormous relief after weeks of working around the data loss.

We are very grateful to Scott and the Secure Data Recovery team for their help and would absolutely recommend them to another business dealing with a serious data-loss situation.

Sincerely,

Lucas Carosella

Lucas Carosella
Office Manager
FaceCrime Skin Labs Ltd.