

CASE STUDY

SQL Database Corruption Fixed, Transactions Restored Seamlessly

Patel Processing Pvt. Ltd. faced SQL corruption; Stellar Repair restored database and business operations smoothly.



Introduction

For a company handling 24/7 customer transactions, uninterrupted access to databases is critical. Patel Processing Pvt. Ltd., a leading provider of merchant payment solutions and SaaS products, encountered a major technical challenge when their SQL Server logs flagged critical errors, halting access to transaction data. With over 2,000 live clients relying on their platform daily, this posed an immediate threat to revenue, customer trust, and compliance obligations.

Background

Patel Processing Pvt. Ltd. specializes in scaling businesses through IT services, merchant payment solutions, and advanced SaaS platforms. They also extend services through Patel Studios, offering sponsorships and show timings across the USA. Their core operations depend on continuous access to SQL databases that power customer checkouts and transaction records.

During routine operations, the team discovered severe SQL errors, including:

"Msg 824, Level 24, State 2, Line 15 SQL Server detected a logical consistency-based I/O error."

This corruption disrupted daily sales and client transactions, putting the company's service reliability and revenue at risk.

Impact on the Business

The database corruption had immediate consequences:

- Daily transactions came to a halt, directly reducing revenue every hour.
- 2,000+ live clients experienced interruptions in payment processing.
- Risk of losing 2–4 years of historical business data and inventory records.
- Failure to deliver client reports would have breached contracts, leading to penalties.
- The company's reputation for reliability and data security risked permanent damage.

If left unresolved, Patel Processing would have faced long-term revenue loss, client distrust, and challenges in acquiring new business.




"The software guides you through a clear 3-step process: Select File, Scan, and Recover. We used the Advanced Scan, which thoroughly combed through every sector of our corrupted file. The preview function was the 'Wow' moment — we could see every table, stored procedure, and actual data before saving. In the end, there was zero data loss, and our applications came back online as if nothing had ever happened. Stellar saved our business."

— Mayur Patel, Team Lead

Client

 Patel Processing

Business Need

 Recover corrupted SQL Server database to restore uninterrupted access to transactions & historical business data.

Attempted Solutions

Before trying Stellar, the IT team attempted various native SQL repair commands, including:

- SET OFFLINE WITH ROLLBACK IMMEDIATE
- SET SINGLE_USER WITH ROLLBACK IMMEDIATE
- SET ONLINE
- REPAIR_ALLOW_DATA_LOSS WITH ALL_ERRORMSG, NO_INFOMSGS
- Multi-user repair commands with error suppression

Unfortunately, these attempts did not resolve the corruption, leaving the database inaccessible and revenue losses mounting.

Solution and Benefits:

Patel Processing turned to **Stellar Repair for MS SQL**, a professional database recovery solution.

How Stellar Solved the Problem:

- The software guided the team through a 3-step process: Select File, Scan, and Recover.
- The Advanced Scan mode combed through every sector of the corrupted file.
- The Preview function provided full visibility into recovered tables, stored procedures, and data before saving.
- The database was restored with zero data loss and brought back online seamlessly.

Key Benefits Achieved

- **Zero Data Loss:** All database records recovered, including 2–4 years of critical business data.
- **Fast Recovery:** Transactions resumed quickly, minimizing downtime.
- **Enhanced Confidence:** The preview feature eliminated guesswork, ensuring all data was intact before restoration.
- **Business Continuity:** The application resumed smoothly, as though the error had never occurred.
- **Strong Support:** Stellar’s tech team worked closely with Patel Processing, guiding recovery and resolving issues promptly.

Conclusion

Stellar Repair for MS SQL proved to be a game-changer for Patel Processing Pvt. Ltd. Where manual fixes failed, Stellar ensured complete recovery, restored client confidence, and prevented massive financial and reputational losses. For businesses dependent on 24/7 database operations, Stellar Repair is a vital safeguard against data corruption risks.

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Challenges

- SQL Server logical consistency based I/O error.
- 2,000+ live clients unable to process daily transactions.
- Failed attempts with SQL recovery commands.
- Risk of losing years of business data and contracts.

Solution

Stellar Repair for MS SQL

Benefits

- Zero data loss with complete recovery of historical records.
- Seamless restoration of live applications.
- Minimized downtime & revenue loss.
- Reliable technical support throughout the process.
- Safeguarded reputation for reliability and trust.