

## CASE STUDY

# Recovering Critical Emails After IMAP Server Failure

## How RBV Kurhessen Restored Lost Emails Using Stellar Converter for OST



### Introduction

When a key email server fails, particularly an IMAP server, businesses can suffer significant data loss. This case study highlights how Jens Schoemann, an administrator from RBV Kurhessen, managed to extract vital emails from an .ost file when the email server was no longer accessible.

### Background

RBV Kurhessen relies heavily on email communication for business operations, and losing access to essential emails could result in major disruptions. Unfortunately, due to a broken IMAP server, the .ost file containing some of the most important emails became inaccessible, leaving Jens with no way to access them. The urgency of recovering these emails became a pressing issue for the client, as the lost data was crucial for ongoing business processes.

### Impact on the Business

The email loss significantly impacted RBV Kurhessen's ability to retrieve important communication, which had potential legal and operational consequences. The inability to recover these emails meant that crucial information was out of reach, leading to delays in decision-making and potential damage to client relations.

### Attempted Solutions

- Attempted to use a recovery tool from another company
- Tried manual methods to extract data from the .ost file
- Sought professional advice to resolve the issue



"Stellar Converter for OST software runs really fast and the support is amazing. Absolutely perfect! It solved my issue really quick, and I am more satisfied with the results."

Jens Schoemann

#### Client

✔ Jens Schoemann

#### Business Need

✔ Recover important emails from an inaccessible .ost file due to a broken IMAP server.

## Solution and Benefits:

Jens Schoemann turned to a more reliable solution Stellar Converter for OST. The tool allowed for a rapid and effective extraction of emails from the inaccessible .ost file. The process was efficient and the support team provided outstanding assistance, ensuring the emails were recovered in no time. The software's fast operation, combined with the expert support provided, restored the crucial business data, helping Jens get back on track

## Conclusion

With Stellar Converter for OST tool, Jens was able to recover all the critical emails that were once thought to be lost due to the server failure. The software's speed, combined with the incredible support, made this issue a distant memory. Jens highly recommends Stellar Converter for OST to others dealing with similar data loss challenges.

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## Challenges

Data loss due to server failure, inability to access crucial emails.

## Solution

### Stellar Converter for OST

## Benefits

Fast email recovery, outstanding customer support, restored critical business data quickly, minimal downtime