

## CASE STUDY

# Arapati successfully repaired Outlook PST to recover important Business Data

Arapati is a holiday home rental company based in Rarotonga, which owns and operates several properties in the Cook Islands. Arapati relies on various channels to gather booking requests, which include Outlook email, website form, and third-party aggregators such as booking.com.

### Situation Overview

The company was facing a major problem concerning the Outlook email account that was being used for taking direct bookings. The Outlook data file (PST) associated with this account had turned inaccessible, as Outlook couldn't load this file or would repeatedly crash after opening the file.

Despite this PST being located in the default folder and multiple attempts to open the file in the Administrator mode, it remained inaccessible.

This PST file had most likely turned corrupt due to its enormous 15 GB size. As a result, all the direct bookings information including the contact details stored on this PST was about to get permanently lost, unless the file could be repaired.

The Outlook user had attempted to repair the PST with the built-in Scanpst.exe which managed to revive the mailbox; however, after running the profile as usual, the Outlook client crashed again after 2 weeks and this time it would not reload the mailbox.

### Business Need

Arapati needed to recoup the booking information, as losing it would have a tremendous impact on the business. Despite using Scanpst.exe and external help for repairing the data file, there didn't seem to be a viable solution to get back the mailbox data.

Though 80% of the bookings could be gathered via alternative channels, all the direct booking and contact information seemed lost. Unfortunately, there was no backup of this data, and further, the direct bookings channel was stuck with no incoming business until the issue was resolved.

### Solution

Arapati team decided to try out Stellar Repair for Outlook, as the PST file repair software is available for free trial which can Scan



This is a very handy and easy to use software that I would recommend to anyone

#### Client:

##### Client

**Arapati Holiday Homes-**  
A  
holiday home rental  
company in Cook Islands

##### Business Need

Repair corrupt PST file to  
regain access of critical  
booking information.

##### Solution

Stellar Repair for Outlook

and Preview the mailbox data. Once the users have ascertained the software's effectiveness and recovery results, based on the mailbox preview, they can activate the software and save the data at their desired location.

In the repeat manual attempt with using scanpst.exe, the repair process got stuck after completing the scan and analysis steps for the PST file.

Arapati team downloaded and installed Stellar Repair for Outlook trial software on the host machine that had the corrupt PST file. They opened and scanned the file to repair it in a few minutes, after which all the mailboxes could be seen neatly laid in the preview pane.

Once the data was validated, the team purchased a license key of the software to extract and save the entire 15 GB data in a fresh PST file. This new PST file was successfully opened and accessed in Outlook without any glitch, and thereby access to the direct bookings data was fully restored.

## Results

Arapati regained access of its crucial mailbox data in the original, intact form. The software recovered the mailbox data thus saving the company from business loss. It also provided a long-term solution for other potential Outlook data file (PST) related problems in the future.

## Key Benefits

- 1. Full restoration of mailbox data:** The entire mailbox data was extracted from the corrupt PST file and saved in a fresh PST. The integrity and structure of the data was maintained in its original form.
- 2. Fast and simple repair process:** The PST file repair process was completed in a few clicks, with minimal intervention and monitoring. The file was repaired in less than 30 minutes duration, hence prevented further delay in collecting the important booking information back.