

## CASE STUDY

# BT Group Restores Users Access to Their Mailboxes with Stellar OST TO PST Converter

Established on October 1, 1981, BT Group is a leading Telecommunications services company which is run by the maxim ? 'Using the power of communication to make a better world.' Headquartered in London, UK, it serves the broadband (Internet), TV, phone, and mobile needs of customers. It operates in more than 180 countries and has been conferred with the Queen's Awards for Enterprise.

The division that serves the broadband needs of customers is known as BT Internet, which ensures customers with an uninterrupted Internet service sans outage.

### ADMINISTRATIVE CHALLENGE

Recently, Mr. John-Marc Aldrich at BT Group faced an issue with a large OST 15 GB file of an Exchange user, which had suddenly become inaccessible. It was hampering the emailing service for a user who lost his account access as his OST file had become inaccessible. And, all he wanted was to make the mailbox items of Exchange accessible to the user by troubleshooting on the OST file issue; however, the large file size was the biggest impediment.

"Stuck with an unusable ost file"

Being an established leading Internet service provider, BT Internet would never compromise with an uninterrupted Internet service for any user. Therefore, there was a need for an effective solution for making the data items stored in the OST file accessible as early as possible.

John started looking for a solution that could resolve the problem of inaccessibility of data items in OST file without facing the issue of data loss. With the intensive research on Google, he found Stellar Converter for OST to be an ideal option.

### A REMARKABLE OUTCOME BY STELLAR

John chose the Stellar tool to convert the damaged OST file into a usable state by extracting all the data items in the PST format. He identified a few prominent features of the software:

It extracts all mailbox items including emails, notes, calendar entries, contacts, etc. into Outlook PST.

It provides a preview of the recoverable email messages in a



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

#### Client:

#### ABOUT BT GROUP

Based in London, UK, BT is one of the world's leading communications services companies with its network across 180 countries

[www.btplc.com/Thegroup/Ourcompany/](http://www.btplc.com/Thegroup/Ourcompany/)

#### GOALS

To convert unusable OST file into PST format

#### APPROACH

Ran an extensive search on Google for recovery software

Leveraged Stellar Converter for OST

#### RESULTS

Successfully converted the OST file data items into PST form

three-pane structure.

It facilitates saving the email messages in multiple saving formats such as PDF, HTML, RTF, etc.

John went ahead and ran the licensed version of the software which produced the following results:

The OST file data items were converted into PST format seamlessly, without losing a single mailbox item.

The extracted important items such as emails, contacts, calendars, notes, etc., were saved in a new Outlook PST file. This made the unusable data items in OST file usable.

He was thrilled with the results. The software converted a huge OST file with very few errors. Though the output had few damaged directories, yet all the affected mailbox items were recovered without any hassle.

"It converted a 15gig OST file with very few errors. Occasional corrupted directory but all notes/calendar and contacts transferred without issue Highly recommended - thank you"

The extracted mailbox items were saved in a new PST file