

DELL ASSET RECOVERY SERVICES



Dell delivers peace of mind with comprehensive asset recovery and data security services.

SOLUTIONS FOR A DATA-DRIVEN WORLD

Identity theft. Standards compliance. Environmental liability. These concerns are increasingly top-of-mind for today's businesses. From personal financial information to highly confidential health records to innovative product development, the information contained on business servers, desktops and notebooks across the globe includes some of the most sensitive and proprietary data available. Add to this the environmental impact of obsolete equipment, and it's clear that properly disposing computer equipment that has reached the end of its life cycle has never been more important.

INVEST IN PEACE OF MIND

To protect your company's assets and reputation in this area, Dell's Asset Recovery Services help ensure that sensitive information does not fall into the wrong hands while also promoting environmental stewardship through our efforts to achieve zero-landfill and zero-export policies. Key benefits include:

- **Data Security:** We help you protect sensitive data by removing tags and labels from equipment, overwriting readable hard drives and shredding inoperable disks¹.
- **Environmental Stewardship:** Systems with no value are recycled in adherence with local regulatory guidelines such as the EPA and WEEE legislation and waste regulations.
- **Reporting:** Dell Services can provide a Certificate of Disposal to confirm that your data was removed or destroyed and that all recycling met or exceeded all local regulatory guidelines. In addition, for all equipment disposals we provide a settlement report which lists the resell value of each piece of resold hardware and documents any other disposed equipment.
- **Seamless Logistics:** Dell will gather, pack and transport equipment at the time and place of your convenience.

DATA SECURITY

We perform a 3 pass data wipe in which the data is overwritten¹ by using an automated script or, in the case of non-functional hard drives, by shredding or otherwise destroying the hard drives in a controlled, secure environment. Our process includes:

- **Tracking:** We collect and report back to you, specific information about the data cleansing of each unit. Asset tags and serial numbers are collected and removed, and the system is readied for data overwriting.
- **Overwrite:** Using a licensed software, Dell detects and overwrites¹ data from each disk drive, overwriting the data with random characters. We are experienced in all platforms, including the newest Microsoft[®] operating system, Windows Vista.[®]
- **Verification:** A technician verifies that the software successfully overwrote the data before sending the system down the line. There, its progress is monitored and recorded and an audit technician selectively performs additional testing. Finally, the successfully overwritten system is ready to be resold, donated or recycled for parts. In cases where the data cannot be removed due to faulty functionality, the hard drives are completely destroyed.
- **Reporting:** To complete the process, Dell provides a detailed status report to the customer of the data cleansing and outcome of each retired system.

DISPOSITION OPTIONS

You get the option to recycle, re-use or sell retired hardware that still has value, services include:

- **Value Recovery:** Dell will pick up your systems at your designated location, ship them to our facilities, cleanse the systems of all data and audit your equipment to determine the remaining value. We then help you resell it to a third party.
- **Recycling:** For greater peace of mind or to dispose of obsolete equipment, some customers choose our recycling-only offer. Dell Services will handle the logistics of properly disposing your used equipment in an environmentally sensitive way. During the recycling process, IT components are broken down into primary parts — with materials separated into groups of ferrous metals, precious metals and plastics. Once divided, these materials are then sent to specific partners who specialize in the disposal of each unique material.
- **Lease Return:** If you need to return IT equipment to your lessor, Dell can also manage the logistics and processing of your equipment return. You can choose between two methods of return to suit your needs.
 1. *Transportation Only:* IT equipment is picked up at the designated location of your choice and shipped directly to your leasing company.
 2. *Full Processing and Transportation:* This option includes off-site data destruction of hard drives at our processing facilities and required shipping.
- **Custom Solutions:** Dell Asset Recovery Services can also offer flexible, tailored solutions to customers requiring non-standard service or integrated deployments.

GET STARTED TODAY

To learn more about Dell Asset Recovery Services or any other managed service from Dell, contact your local sales representative or visit www.dell.com/services/deployment.

SIMPLIFY YOUR DEPLOYMENT AT DELL.COM/Services/Deployment



*No data removal process leaves a hard drive or computer as free from residual data as a new product. Dell makes no recommendations regarding the customer's security needs or representations regarding the effectiveness of one method of data removal over another. It is the customer's responsibility to protect any confidential or sensitive information contained on its hard drives recovered by Dell.

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