

DELL PROSUPPORT LAPTOP TRACKING AND RECOVERY



Protect your data by tracking your mobile systems

ADDRESSING ISSUES OF DATA PROTECTION AND RECOVERY

The Dell ProSupport Laptop Tracking and Recovery Service¹ helps protect your data by enabling you to track your mobile systems in the event your system is lost or stolen. Laptop Tracking and Recovery Service gives customers of all sizes – from small businesses to large public companies and government agencies – a high level of protection against theft or loss.

MOBILE DATA PROTECTION

Computers will ship with the Laptop Tracking and Recovery software agent and a persistence module embedded in the BIOS. This allows the software agent to survive operating system re-installations, hard drive reformatting and even hard drive replacements. When a lost or stolen computer connects to the Internet, the software agent contacts the monitoring center to report the computer's location. In addition, for systems with GPS technology included, Laptop Tracking and Recovery Service has the ability to capture and report location information.

It also provides the ability to track your laptops as they change hands or move around the organization.

SUPPORTED PRODUCTS

This Service is available for purchase on select Dell commercial laptop computer systems.

HOW DOES IT WORK

Customers contact Dell when they experience a lost or stolen laptop with Laptop Tracking and Recovery Service. Customers are able to access the secure, password-protected Dell Laptop Tracking and Recovery portal at anytime. The service begins when a customer files a report online at the Dell Laptop Tracking and Recovery portal. The fully completed report will contain detail of the theft report filed with the customer's local police service. If for some reason the customer is unable to file the report online, they may call Dell to fax or relay the information over the phone. The Dell recovery team will follow the audit trail initiated by the service and use reasonable efforts to locate the missing computer. Dell does not guarantee that it will be able to recover every computer. The customer will be informed of the status through the Dell Laptop Tracking and Recovery website and updates via the Dell recovery services team.

CUSTOMERS WITH REMOTE DATA DELETE SERVICE

Customers who have also purchased the Dell ProSupport Remote Data Delete Service can remotely set up a data delete request. When a lost or stolen computer is connected to the Internet, the software agent can receive the Remote Data Delete request. This request will initiate an algorithm that begins the data removal. Once removed, data cannot be recovered by any means. Customers are able to access the account details of their computer, online, 24x7 through a secure, password-protected Dell Data Protection portal. In addition, following the data deletion, a log file can be viewed in the Dell Data Protection portal, confirming that all sensitive data has been deleted – helping organizations comply with data protection laws and regulations.

SIMPLIFY YOUR IT MANAGEMENT AT DELL.COM/ProSupport

1. For a copy of Dell service contracts, visit www.dell.com/servicesdescriptions. Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information. ©2008 Dell Inc.