

HPE Storage and Server Support Services

IT Media Shredding & Data Sanitisation Services

HPE Data Privacy Services bring your organization the necessary infrastructure support to help you protect and optimize sensitive data across the entire IT lifecycle, while accelerating business innovation and complying with data security regulations. The need for data privacy solutions and infrastructure support continues to rise at a very high rate due to current and future UK & EU Data Protection regulations and the business risk mitigation associated with material management and control. When your organization is retiring systems, upgrading storage and servers, returning leased equipment, or redeploying data storing devices, it is critical that you take steps to protect the information they contain. Simply deleting or overwriting the files on the hard drive or other types of media, however, is not enough to make the data permanently inaccessible.

HPE Data Sanitization Services provide the skilled resource, tools and equipment to help your organization address this important but often overlooked security risk. Using specialized equipment, tools and software, an HPE service specialist or authorized service partner will ensure that data can never be reconstructed or recovered from any media in your server and storage devices. These services meet all UK Government Information Assurance standards (HMG IAS5) across all security classifications up to and including Top Secret.

Service Benefits

- Eliminates the risk of important and sensitive information on hard disk media or back up storage media from being accessed by unauthorized parties
- A complete range of sanitization or media destruction services available to meet every type of requirement
- Onsite Shredding & Disintegration with shred sizes of 20 mm down to as low as 2 mm
- Enterprise Array or single disk erasure using CESSG approved data erasure software
- Higher Level Degaussing of magnetic media
- Barcode Scanning & Serialized Auditing
- SC (Security Cleared) or DV (Developed Vetting) engineers and crews who carry out the work
- Provides fully serialized auditing, reporting & certification of the IT media destroyed or sanitized
- Service approved and certified by all UK Govt Information Assurance bodies in full compliance with HMG IAS5, including CESSG, CPNI, Dipcog & National Cyber Security Centre.
- Pre-Site surveys & Audits
- Provided for all major OEM brands of IT equipment
- Purpose built and self-contained destruction vehicles minimises business interruption

Service feature highlights

- Sanitization & Destruction confirmation and acceptance
- Erasure & Serialized Audit Reports & Certification

Table 1. Service features

Feature	Delivery Specifications
Sanitization Confirmation and acceptance	HPE provides the Customer with an upfront document defining the device(s) & media in scope for sanitisation or destruction and the method of the service to be delivered. The Customer is required to sign this document prior to work commencement to avoid the possible elimination of valuable data.
Reports and Certification	Upon completion of the sanitization or media destruction procedure(s), HPE will provide the Customer with a Certificate of Onsite Destruction (CoDD), Certificate of Completion & Serialized Asset Report documenting the equipment sanitized and the method(s) of sanitization and/or media destruction.

Service limitations

This service may be delivered by HPE storage specialists or authorized service partners on site, remotely, or a combination of the two service delivery methods.

Activities are delivered during HPE local standard business hours unless special arrangements have been made. HPE assumes no liability for any impact resulting from the availability or reconstruction of the information previously residing on the hard disk media or for any data that may continue to reside on the disk media following the sanitization process.

The sanitization service can only be performed on functional equipment. Where possible Storage arrays should be powered on and operational at time of delivery. Servers should be fully operational and capable of boot-up. The HPE provided tools and technologies are solely for the use of HPE or authorized delivery partners in the delivery of the service. The customer assumes no rights to, and may not independently operate, the HPE tools and technologies.

Customer responsibilities

The Customer will:

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise whilst onsite in facilitating the delivery of this service
- Provide a suitable work area for delivery of the service, including access to power and any network connections required
- Be responsible for all data backup and restore operations and powering down all hardware that is to be removed for destruction or recycling when requested by HPE
- Ensure that all site preparation, power supply compatibility requirements, network cabling, and other specified service prerequisites have been met
- Provide all necessary passwords that might be required to access system data and hard drives to execute data removal

General provisions/Other exclusions

Service provided during HPE local standard business hours unless otherwise arranged in advance.

HPE reserves the right to charge, on a time and materials basis, for any additional work or non-standard business hours over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer. Travel charges may apply; please consult your local office.

Prerequisites/Recommendations

- A minimum of one complete backup of the data to be sanitized should be validated prior to the start of this service

Ordering information

All HPE Data Sanitization Services include:

- Option of single or three-pass wipe method; additional methods available upon request
- Onsite sanitization performed on powered and functional systems where possible
- Onsite destruction of all types of storage media or data bearing media
- Sanitization of storage formats including SAS, SATA, SCSI, Solid State (SSDs), and Fiber Channel
- Service can be performed on non-HPE, multi-vendor products*

HPE Data Sanitization Custom Service can be customized to your business needs and can include:

- Project management services, as determined by the complexity of the project
- Quote for an offsite sanitization process
- Onsite/Offsite destruction and offsite recycling
- Sanitization of loose disk media
- Service can be performed on storage LUNs
- The accommodation of any number of storage array frames and spindles*

To purchase HPE Data Sanitization Services, please contact your local HPE sales representative or authorized reseller

*For more information on specific devices that can be sanitized using HPE Data Sanitization Service for Storage or Server Services, please contact your local HPE representative.

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website: hpe.com/services/support.



Sign up for updates



© Copyright 2017 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

HPE Technology Services are governed by the applicable HPE terms and conditions of service provided or indicated to Customer at the time of purchase.

5981-9510EEGB, April 2017