



HP Defective Media Retention

Keep your data safe and secure by maintaining control over your defective storage media

What happens when a disk goes bad?

A defective storage disk is no cause for alarm if your hardware is covered by an HP hardware support agreement. An authorised HP support agent simply travels to your site and swaps out the defective disk with a new one. Once you recover the backed-up data, you are ready to continue working.

It is what happens next that could concern you, especially if you must comply with stringent internal or external data security regulations. While HP has procedures in place to erase data from defective hard drives, a variety of tools and techniques are available that can still make the data accessible. Simply letting the disk and data leave your facilities could subject you to penalties under industry regulations now in effect.

Keep your disk. Stay in control

You could solve the problem by keeping your defective disk, however a standard hardware agreement would require you to purchase the new disk yourself. That is why more and more security-conscious companies are adding the HP Defective Media Retention option to their HP Hardware Support agreement.

Hardware Support with Defective Media Retention (DMR) for HP Business Desktops, Notebooks, Workstations, Industry Standard Servers (ISS), Business Critical Servers, and StorageWorks products, as well as some of the high-end printer products, is a disk retention service that lets you keep eligible malfunctioning media products after a service event without paying for the replacement.

A secure choice for today's realities

The HP Defective Media Retention option is specifically designed for companies that:

- Need to control and secure their classified, proprietary, and confidential data
- Are subject to current data privacy regulations
- Want a simpler, more cost-effective solution when choosing not to return a malfunctioning disk drive

The HP Defective Media Retention option lets you keep and control your disk and your data. The process closely resembles what happens in a standard service call. If a disk that is covered by the DMR option malfunctions, you call HP for support. An HP support agent will diagnose your system problem, dispatch personnel (if needed), and provide a replacement disk.

Before the actual replacement occurs, you must inform the authorised HP support agent of your intention to keep the disk drive. You must also copy the information found on the label of the malfunctioning disk drive and provide it to HP. The malfunctioning part will then be replaced. You will be responsible for the data and destroying and/or permanently removing the drive from production.

Select the coverage that is right for you

HP Defective Media Retention is available as a component of hardware support in convenient HP Care Pack Services with a variety of response and coverage options. This makes it easy to select the right match for the requirements and realities of your business. Different service levels are available according to hardware type.

HP Defective Media Retention can also be purchased as part of a configurable service contract, with an equally wide range of coverage, response times, and support levels available.

Please note that service levels and actual response times may vary depending on your geographic location and product. Restrictions and limitations may apply.

Eliminate a major vulnerability

Protect yourself with the HP Defective Media Retention option.

Benefits

- **Security and control:** Your data will never leave your control, greatly reducing the risk that it will ever be compromised
- **Compliance:** Defective media retention helps you to meet the requirements of current data privacy regulations
- **Risk mitigation:** Proper control and disposition of sensitive data can mitigate the risk of expensive regulatory or civil liability
- **Convenience:** This service will simplify activities related to keeping your malfunctioning drive
- **Cost effective:** Eliminate the need to budget for unexpected replacement costs

For more information

For more information on the HP Defective Media Retention option, please visit

www.hp.com/uk/dmr or contact your

HP representative or authorised HP reseller.

For more information on HP Care Pack Services please visit www.hp.com/uk/carepack

Technology for better business outcomes

To learn more, visit www.hp.com/uk/carepack

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP 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. HP shall not be liable for technical or editorial errors or omissions contained herein.

