



Highlights

- Facilitates greater control over sensitive data by helping you keep your damaged media components
 - Helps better manage regulatory compliance to avoid related penalties
 - Helps simplify asset accounting of damaged drives as capital IT assets by embedding retention in hardware maintenance support costs
-

Retention for defective media components

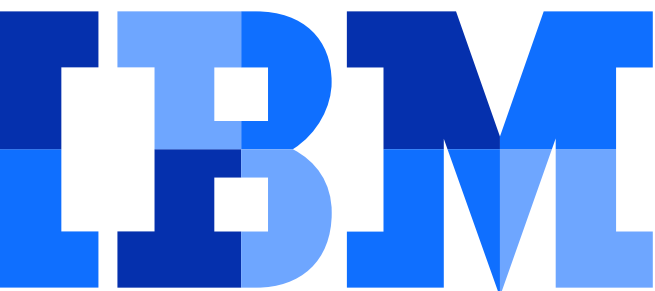
Help protect data by keeping damaged media components in-house

In the event a hard disk drive (HDD), solid-state drive (SSD) or flash memory become damaged, you need to protect one of your most important assets—customer data. Typically, defective media components become the property of the manufacturer and can be refurbished and sold. Though unlikely, it is possible that confidential data could be exposed. As a result, your organization can face penalties from noncompliance with privacy regulations. Many organizations are required to keep defective media components that might contain sensitive data so that the data is under their control.

IBM® Media Support Services for Servers and Storage – media retention is designed to facilitate better control over sensitive data by allowing you to retain HDDs, SSDs and flash memory components for IBM products that are replaced as a result of a service repair action. By planning for media retention before experiencing a failure, you can speed replacement while simplifying asset tracking, depreciation and budget planning. With your HDDs, SSDs or flash memory retained in-house, you can better manage regulatory compliance mandates and proactively resolve the issue of customer data retention.

Enabling enhanced control over data to help protect sensitive information

The media retention service option helps protect sensitive data stored on damaged media components that need to be replaced. Rather than having defective media components returned and refurbished as used returnable parts, which can be a security or compliance risk, you can keep the defective HDD, SSD or flash memory on your premises. This way, you can better safeguard the security and privacy of sensitive data without having to purchase the damaged media component at its retail price.



Helping you better manage regulatory compliance to avoid related fees

The media retention solution helps you maintain control over the entire chain of custody for regulatory compliance. By helping secure the privacy of highly sensitive information that might be stored on an HDD, SSD or a flash memory card, your business can better manage government regulations, which helps you avoid the fees associated with noncompliance. In addition, you can more easily address privacy concerns in highly sensitive industries such as banking, insurance, medical and the public sector.

Helping simplify asset accounting of replaced drives as capital assets

Instead of dealing with privacy concerns when your HDD, SSD or flash memory needs to be replaced, you can plan for media retention ahead of time to help save money, reduce billing complexity and get your IT systems back up and running more quickly. By embedding media retention in hardware maintenance support, you do not need to track or depreciate the value of the replaced HDD, SSD or flash memory as a capital asset. This helps simplify accounting processes—and can save staff time and effort as the number of HDDs and SSDs increases throughout your organization. Media retention is available as an enhancement to the warranty and maintenance service that distributes the cost of the service over time as an operating expense.

For more information

Please [contact an IBM representative](#) or [visit our website](#) to learn more about IBM Technology Support Services.



© Copyright IBM Corporation 2020

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the United States of America
November 2019

IBM, the IBM logo and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml.

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.



Please Recycle
