

HPE Data Sanitization Storage and Server Services

Support Services

Service benefits

- Helps prevent your important information on hard disk media from being accessed by unauthorized parties
- Combines three levels of service—from small and medium jobs, to large, complex custom engagements—allowing for greater flexibility in meeting any data sanitization or business need
- Provides an alternative or augmentation to physical hardware destruction by executing procedures to remove data from disk media
- Uses industry-certified data erasure methods to remove the data
- Provides a documented report containing the disk drive model and serial number, level of sanitization performed, and pass/fail status of the disk media
- Allows safe removal of data from storage LUNs and Virtual Machines (VMs)
- Helps you comply with the data privacy requirement that data storage media containing sensitive data be overwritten or sanitized prior to recycling, reusing, or destruction
- Provides service delivered by an HPE service specialist or authorized service partner
- Provides flexibility of onsite or offsite data removal
- Custom solution for one-time sanitization of loose disk media
- Provided for major OEM brands of IT equipment

Service feature highlights

- Sanitization confirmation and acceptance
- Data erasure confirmation report
- Customer orientation session to review erasure report
- Project management for large or complex engagements

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 changes in government 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 company information they contain. Simply deleting the files on the hard drive, however, is not enough to make the data permanently inaccessible.

HPE Data Sanitization Services provide the skilled resources and tools to help your organization address this important but often overlooked security risk. Using specialized software techniques, an HPE service specialist or authorized service partner will help ensure that data cannot be reconstructed or retrieved from hard disk media in your server and storage devices. These services offer you a smart alternative or augmentation to physical hardware destruction by executing procedures to remove data from disk media.

Table 1. Service features

Feature	Delivery specifications
Sanitization confirmation and acceptance	HPE provides the Customer with an upfront document defining the device(s) to be sanitized and the method of sanitization to be used. The Customer is required to sign this document prior to work commencement to avoid the possible elimination of valuable data.
Erasure report confirming sanitization	At the completion of the sanitization procedure(s), HPE will provide the Customer with a data erasure confirmation report documenting data removal procedures and post-sanitization state.
Customer orientation session	HPE will deliver the data sanitization report(s) confirming sanitization to the Customer, and review them with the Customer. The brief customer orientation session helps the Customer understand the procedures used, the techniques of the sanitization process, and identifies any hard disk drives failing the sanitization process that require further action by the Customer to secure the media.
Project management	HPE Data Sanitization Custom Service will be required when the Customer has specific custom or complex requirements. An HPE project manager will be assigned to manage the project end to end. For Tier 1 and Tier 2 levels of service, management of deliverables will be provided by the onsite HPE service specialist.

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 additional services have been purchased or 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.

Sanitization of loose hard drives and/or destruction and recycling services are included only with custom services.

The service can only be performed on functional equipment. Storage arrays must be powered on and operational at time of delivery. Servers must 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:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- 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 in facilitating the delivery of this service
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Adhere to licensing terms and conditions regarding the use of HPE service tools, as applicable
- 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, as listed in the 'Service eligibility' section, 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.

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

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

Ordering information

All HPE Data Sanitization Services include:

- Sanitization using a standard three-pass wipe method; additional methods available upon request
- Onsite sanitization performed on powered and functional systems
- Sanitization of storage formats including SAS, SATA, Solid State (SSDs), and Fibre Channel
- Service can be performed on non-HPE, multi-vendor products*

HPE Data Sanitization for Storage Services Tier 1 will sanitize storage devices with the following restrictions:

- Sanitization of up to 220 spindles/hard disk drives
- Service can provide sanitization of multiple smaller disk enclosures (e.g., HPE MSA storage enclosures)

HPE Data Sanitization for Storage Services Tier 2 will sanitize storage devices with the following restrictions:

- Sanitization of up to 660 spindles/hard disk drives on up to 3 storage arrays

H4F43A1/AE HPE Data Sanitization Tier 1 for Storage Service

H4F44A1/AE HPE Data Sanitization Tier 2 for Storage Service

HPE Data Sanitization for Server Services include:

- Service performed on all HPE and non-HPE, x86-based laptop, desktop, and server products*
- HPE Sanitization Tier 1 for Server Service will sanitize up to 25 servers each with up to 48 direct attached spindles/hard disk drives; service not to exceed a total of 256 spindles/hard disk drives
- HPE Sanitization Tier 2 for Server Service will sanitize up to 75 servers each with up to 48 direct attached spindles/hard disk drives; service not to exceed a total of 768 spindles/hard disk drives

H7G23A1/AE/AC or U8E86E – HPE Data Sanitization for Storage Servers Tier 1 Service

H7G24A1/AE/AC or U0QZ5E – HPE Data Sanitization for ISS Servers Tier 1 Service

H7G25A1/AE/AC or U0QZ6E – HPE Data Sanitization for BCS Servers Tier 1 Service

H7G26A1/AE/AC or U0QZ7E – HPE Data Sanitization for Servers Tier 2 Service

H7G27A1/AE/AC or U0QZ8E – HPE Data Sanitization for ISS Servers Tier 2 Service

H7G28A1/AE/AC or U0QZ9E – HPE Data Sanitization for BCS Servers Tier 2 Service

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*
- The accommodation of any number of servers and direct attached spindles*

H4F45A1/AE/AC or H7M65A1 – HPE Data Sanitization for Storage Custom Service

H7G29A1/AE/AC or H7M65A1 – HPE Data Sanitization for ISS Custom Service

H7M64A1/AE/AC or H7M65A1 – HPE Data Sanitization for BCS Custom Service

To purchase HPE Data Sanitization Services, please contact your local HPE sales representative or authorized reseller and order the appropriate service options (multiple quantities can be ordered to accommodate larger needs).

*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



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