



HP Defective Media Retention

Keep your data safe and secure by maintaining control over your defective drive with this service

What happens when a disk goes bad?

A defective drive component is no cause for alarm if your hardware is covered by an HP hardware support agreement. An authorized 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's 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 ensure data is erased from defective hard drives, there are a variety of tools and techniques which still can make the data accessible. Simply letting the disk and data leave your facilities could subject you to penalties under international, federal, state/local, and industry regulations now in effect.

Keep your disk. Stay in control

You could solve the problem by keeping your drive component, but a standard hardware agreement would require you to purchase and manage the new disk yourself. That's 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 is a disk retention service that lets you keep malfunctioning drives after a service event without paying a penalty.

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 (includes Solid State or Flash drive component installed in mobile computing products)

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 is covered by the retention 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 authorized HP support agent of your intention to keep the 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 destroying and/or permanently removing the drive from production.

Select the coverage that's 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. Services available according to hardware type include:

- Desktop and Workstation product
 - 3, 4 and 5 year Next Business Day¹ Hardware Support with Disk Retention Service
- Notebooks
 - 1, 3, 4 and 5 year Next Business Day¹ Hardware Support with Disk Retention Service
- Industry Standard Servers
 - 3, 4 and 5 year Hardware Support with Defective Media Retention – choice of 13x5 or 24x7 coverage
 - 6-Hour¹ Call To Repair (CTR) Onsite Hardware Support with Defective Media Retention
- StorageWorks products
 - 3, 4 and 5 year Hardware Support with Defective Media Retention – choice of 13x5 or 24x7 coverage
 - Support Plus and Support Plus 24 with Defective Media Retention
 - 6-Hour¹ Call To Repair (CTR) Onsite Hardware Support with Defective Media Retention

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

For your convenience, HP Defective Media Retention does not have to be purchased at the same time as the hardware. It can be configured as a service upgrade on top of an existing warranty or HP Care Pack service level. Existing warranty or HP Care Pack service coverage will be applied as a prepaid "credit" towards a new contract that has been configured to include the DMR option. DMR can also be purchased after a previous warranty or HP Care Pack service expires as part of a new HW onsite support contract.

Please note that service levels and actual response times may vary depending on your geographic location. Restrictions and limitations apply. For StorageWorks, HP Defective Media Retention availability varies depending on product.

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 will allow 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 – Get years of support for less than the average price of a new drive.

For more information

For more information on the HP Defective Media Retention option, please contact your HP representative or authorized HP reseller. Use the partner locator at www.hp.com to find the authorized reseller closest to you. You will find information on all HP support services at www.hp.com/services.

1. Service levels and response times for HP Care Packs may vary depending on your geographic location. Restrictions and limitations apply. For details, visit www.hp.com/go/carepack.

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