

# UK helicopter firm destroys sensitive data securely and disposes of hardware in line with green IT legislation with Dell Asset Recovery Services



- Green efficiency
- Services



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*Lorraine Macnamara,  
IS Site Manager, Vector Aerospace  
Helicopter Services*

## Customer profile

Company:	Vector Aerospace Helicopter Services
Industry:	Aerospace & Defence
Country:	United Kingdom
Founded:	1998
Employees:	2,500
Website:	<a href="http://www.vectoraerospace.com">www.vectoraerospace.com</a>

## Business need

Vector Aerospace Helicopter Services wanted to dispose of 80 PCs in line with green IT directives, and ensure that sensitive data on the hard drives was destroyed.

## Solution

Dell Asset Recovery Services collected the PCs and securely removed all data. The process was audited and the machines disposed of following waste electrical and electronic equipment (WEEE) legislation.



## Benefits

- Data is securely erased using a three-pass data wipe
- Disposal complies with local environmental legislation
- Single supplier saves resources and management time
- Replacement technology meets business need
- Company gains peace of mind for future asset recovery

Today, companies are concerned about data theft, greener IT and compliance. Computers are easily accessible in the workplace and the environment is a growing concern. In addition, governments have imposed tight regulations on protecting personal data. This means that companies are thinking more carefully about how to dispose of technology when the time comes to implement new solutions.

“We chose Asset Recovery Services from Dell because it gave us confidence that any sensitive data left on the hard drives would not fall into the wrong hands.”

*Lorraine Macnamara, IS Site Manager, Vector Aerospace Helicopter Services*

Vector Aerospace Helicopter Services, in Gosport, Hampshire, is part of Vector Aerospace, an industry-leading provider of maintenance, repair and overhaul services for aircraft operators around the world. The Helicopter Services division has clients in both private and public sectors worldwide. Some of the data on its systems is highly sensitive and needs to be carefully protected, so when the business unit needed to dispose of 80 PCs, managers wanted to ensure that no data was left on the hard drives.

#### **Dell offers comprehensive services, including asset recovery**

The PCs, which were from multiple suppliers, had come to the end of their lifecycles, and the unit wanted to replace them with Dell™ OptiPlex™ 780 desktops, featuring energy-saving Intel® Processors. In addition, the OptiPlex 780 desktops meet Energy Star 5 specifications and come with 88 per cent efficient power-supply units. It was the first time Helicopter Services had been responsible for disposing of its PCs because previously, when it was part of the Ministry of Defence in the UK, the ministry had completed the work. As a result, managers turned to Dell with the hope that it could provide support. Lorraine Macnamara, IS Site Manager at Vector Aerospace Helicopter Services, says: “We had a good relationship with Dell and knew

that it offered a comprehensive range of services, including asset recovery, so we approached it for a solution for disposing of the old equipment.”

#### **Dell Asset Recovery Services removes sensitive data securely**

Dell Asset Recovery Services (ARS) gave Vector Aerospace peace of mind that any sensitive data would be safely removed from the hard drives. The process involves a three-pass data wipe – in which Dell overwrites the data with random characters using automated script – before the computer leaves the customer’s site. Non-functional hard drives are shredded in a controlled and secure environment. Says Lorraine Macnamara: “We chose Asset Recovery Services from Dell because it gave us confidence that any sensitive data left on the hard drives would not fall into the wrong hands.”

### **Technology at work**

#### **Services**

- Dell Managed Services
  - Asset Recovery Services (ARS)

#### **Hardware**

- Dell™ OptiPlex™ 780 desktops with Intel™ Processors



### Disposal meets latest environmental directives

All Vector Aerospace business units are committed to protecting the environment. As such, it was important that ARS disposed of equipment in line with the latest Environmental Protection Agency (EPA) and waste electrical and electronic equipment (WEEE) legislation. "Asset Recovery Services enabled us to meet our legal commitments to protect the environment and our personal goals for greener IT," says Lorraine Macnamara.

### Single supplier helps save valuable management time

The unit saved management resources by working with Dell to install the new desktops and dispose of the old PCs. Lorraine Macnamara and her colleagues could focus on day-to-day responsibilities and let Dell take care of removing the equipment. "I was really impressed with Asset Recovery Services," she says. "It arranged everything from the data wiping process to the vehicle that took the machines away. I certainly recommend its services."

### Replacement technology meets business need

When the time comes to refresh the desktop environment, Lorraine Macnamara has no doubts that she will turn to ARS again. "We now renew PCs every four years so we'll definitely be using Asset Recovery Services in the future," she says.

For more information go to:  
[dell.com/casestudies](http://dell.com/casestudies) and  
[dell.co.uk](http://dell.co.uk)

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