



Dell Services Asset Recovery

Peace Of Mind For End Of Life Recovery Of Computer Equipment

Solutions for a data-driven world

Identity theft, standards compliance, environmental liability – these are increasingly top-of-mind for today's businesses. From personal financial information and highly confidential health records to corporate intellectual property the information on business servers, desktops, and notebooks across the globe includes some of the very most sensitive and proprietary data. Add to this the environmental impact of obsolete equipment and it's clear that properly disposing computer equipment that has reached the end of its life cycle had never been more important.

Invest In Peace Of Mind

Dell can help you recover, resell, recycle, or return to lease your excess computer equipment in a secure and environmentally conscious manner that complies with local regulatory guidelines. To protect your company's assets and reputation in this area, Dell Asset Recovery Services help ensure that sensitive information does not fall into the wrong hands while also promoting environmental stewardship.

- **Brand Protection:** We can help you avoid the negative publicity that comes from a disposal process that goes wrong.
- **Data Security:** We help you protect sensitive data by overwriting readable hard drives through a 3-pass data wipe process and by shredding inoperable disks¹.
- **Environmental Stewardship:** Systems with no value are recycled in adherence with local regulatory guidelines such as the EPA and WEEE legislation and waste regulations.

A Partner You Can Trust

Dell has a strong corporate sustainability culture and has proven performance in recycling unused assets while helping protect sensitive data.

- **Experience:** From fiscal year 2004 through 2009, we recovered 130 million KGs (275 million lbs.) of computer equipment worldwide².
- **Export Policy:** Dell does not permit electronic waste to be exported from developed countries to developing countries either directly or through intermediaries.
- **Continuous Vigilance:** Electronic waste we process is tracked, documented and managed through the entire chain of custody until final disposal
- **Auditing:** We use one third party global auditing firm to perform full audits on a yearly basis along with monthly spot audits for data wipe.

"Regulations and our company policies require that the used devices are wiped clean for security, and that our used IT equipment is disposed of in an environmentally responsible way. By turning it over to Dell, we know that's being done.

-Norman Mackensen,
network services director,
Roundy's Supermarkets

IT Asset Recycling

For greater peace of mind or to dispose of obsolete equipment, some customers choose the Dell recycling offer. Dell Services will handle the logistics of properly disposing your excess equipment in an environmentally sensitive way. During the recycling process, IT components are broken down into primary parts with materials separated into groups of ferrous metals, precious metals, and plastics. Once divided, these materials are then sent to specific partners who specialize in the disposal of each unique material.

IT Asset Resale

Dell will pick up your systems at your designated location, ship them to our facilities, cleanse the systems of all data and audit your equipment to determine the value. We then help you resell it to a third party. Equipment that has no residual value is recycled.

- Offsite data wipe option: We perform a 3-pass data wipe in which the data on the seated hard drive is overwritten¹ by using an automated script or, in the case of non-functional hard drives, by shredding or otherwise destroying the hard drives in a controlled, secure environment.
- Onsite data wipe option: Provides an extra level of security because we perform the 3-pass data wipe of the seated hard drive at your site before the PC leaves your offices.

IT Lease Return

- If you need to return IT equipment to the company from which it was leased, Dell can manage the logistics and processing of your equipment return. You can choose from the following options.
- Transportation only: We come onsite and cosmetically grade your equipment. Then we pack and ship your equipment back to your leasing company.
- Offsite data wipe option: We come onsite pack your equipment and ship it to our processing center where we perform a 3-pass data wipe of the seated hard drives. Then we clean and test your equipment. After fully processing your equipment we ship it back to your leasing company.
- Onsite data wipe option: We come onsite and cosmetically grade your equipment and perform a 3-pass data wipe of the seated hard drive. Then we pack and ship your equipment back to your leasing company.

Because One Size Never Fits All

For customers who require nonstandard service or integrated deployments, Dell can provide flexible services, including custom asset recovery solutions. Contact your Dell sales representative to find out what we can do for you.

Data Security

We perform a 3-pass data wipe in which the data is overwritten¹ with random characters by using an automated script or, in the case of non-functional hard drives, by shredding or otherwise destroying the hard drives in a controlled, secure environment. Our process includes:

- Tracking: We report back to you specific information about the data cleansing of each unit. Asset tags and serial numbers are collected and removed, and the system is readied for data overwriting.
- Verification: A technician verifies that the software successfully overwrote the data before sending the system down the line. There, its progress is monitored and recorded and an audit technician selectively performs additional testing. Finally, the successfully overwritten system is ready to be resold or recycled for parts.
- Reporting: We provide a detailed status report to the customer of the data cleansing and outcome of each retired system. We also can provide a Confirmation of Disposal to verify that your data was removed or destroyed and that all recycling met or exceeded all local regulatory guidelines. In addition for all equipment disposals, we provide a settlement report which lists the resell value of each piece of resold hardware and documents any other disposed equipment.

Simplify your Asset Recovery at dell.com

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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¹No data removal process leaves a hard drive or computer as free from residual data as a new product. Dell makes no recommendations regarding the customer's security needs or representations regarding the effectiveness of one method of data removal over another. It is the customer's responsibility to protect any confidential or sensitive information contained on its hard drives recovered by Dell.

²Source: Dell Sustainability Report 08:

(http://www.dell.com/content/topics/global.aspx/about_dell/values/sustainability/main/resources?~ck=ln&c=us&l=en&lnki=0&s=corp)

