



Dell ProSupport Keep Your Hard Drive

Provides the ability to retain control over your sensitive data

We Understand Your Data Security Is Paramount

No one likes the thought of a failed hard drive, especially in a world where sensitive data on that hard drive could be at increased risk of exploitation. New and sophisticated data recovery technologies have made enormous amounts of confidential information vulnerable, even on malfunctioning drives. In addition, national security issues and data privacy regulations dictate greater-than-ever attention to security measures. As a result, many companies now choose to retain possession of their failed hard drives instead of returning them to the manufacturer during replacement, a procedure that can conflict with many standard warranty agreements. Maintaining data security has become a paramount concern.

Keep Complete Control of Your Data

The Keep Your Hard Drive service puts Dell customers – from small businesses to large public companies and government agencies – in complete control of their data, allowing them to keep failed hard drives under limited warranty* when replacement hard drives are delivered. It's a solution that puts you in charge of your data and hard drive disposal.

Provide More Security for Dell Customers

The Keep Your Hard Drive service is designed to enable organizations to retain physical control over sensitive data, while preserving all the benefits of the Dell Limited Warranty on Failed Hard Drives. Normally, customers are required to return the drive under limited warranty* to Dell when receiving replacements at no additional charge. The Keep Your Hard Drive service waives that requirement, allowing for maximum data control, security and disposal options.

The Keep Your Hard Drive Service is available at the time of system purchase or anytime before your system experiences a hard drive failure, while the system remains under limited warranty*. Dell offers same-day or next-business-day delivery of hard drive replacement, depending on your service contract.

Keep Your Hard Drive Key Features

- **Greater Security** – Your sensitive data and hard drive never have to leave your control. Retaining physical possession of a failed hard drive is an effective way to help ensure security of classified, proprietary or sensitive data.
- **Complete Control** – By keeping failed hard drives in-house, you decide how and when to dispose of your data, on your own terms. Tracking failed hard drives in-transit becomes a non-issue. Covers multiple drives in a system and multiple failures.
- **Compliance Enablement** – Help comply with current data privacy regulations and internal company policies by ensuring sensitive information on your hard drives is not compromised.
- **Mitigation** – Proper control/disposition of sensitive data can mitigate risk of expensive civil liability by helping to prevent potential exposure of confidential customer data or intellectual property.

For more information about any of our service offerings, please contact your Dell representative or visit www.dell.com/services



Applications Business Process Consulting Infrastructure Support

Product and service availability varies by country. For more information, visit www.dell.com/servicedescriptions. The defective hard drive must still be covered by the hardware limited warranty. For a copy of the Limited Warranty, write Dell USA, L.P., Attn: Warranties © 2010 Dell Inc. All rights reserved.