



IBM Hardware Maintenance Services – maintenance enhancements – hard drive retention option

Highlights

- ***Supports your efforts to comply with privacy regulations***
- ***Simplifies asset accounting for IBM server and storage products***
- ***Helps control compliance costs by offering a reasonably priced option as an annuity contract***

Supporting compliance by protecting sensitive data

Recent U.S. government information privacy laws have made ensuring the security of confidential electronic data stored on hard disk drives a priority for many organizations. When hard drives require replacement, many organizations would prefer to keep these hard drives in house and maintain control over the disposal of the information they contain. Until now, failed hard drives became the property of the manufacturer, which refurbished and sold the drives as used returnable parts. Organizations that chose to keep the defective hard drives had to purchase them at retail prices from the manufacturer.

The IBM Hardware Maintenance Services – maintenance enhancements – hard drive retention option for IBM System i™, IBM System p™, IBM System x™ and IBM System z™ platforms and IBM storage products offers an alternative. IBM clients now have

the opportunity to purchase a maintenance enhancement that enables them to keep failed hard drives that contain highly sensitive data, rather than return the drives to IBM.

Complying with privacy laws by maintaining control of sensitive data

You can't control what you no longer have. When your hard drive leaves your premises, you have relinquished your ability to safeguard its contents. If the hard drive contains confidential data, you can face penalties resulting from noncompliance with privacy regulations or experience breaches of data security.

The hard drive retention option from IBM helps you resolve the issue of protecting sensitive data stored on failed hard drives needing replacement. Maintaining onsite control of your hard drives enhances your ability to comply with privacy laws.



Transitioning hard drives from capital assets to system support expenses

The hard drive retention option is presented as a maintenance service option to U.S. clients with IBM System i, System p, System x or System z platforms or IBM storage products.

By embedding hard drive retention into product maintenance support, you no longer need to track or depreciate the value of the failed hard drive as a capital asset. This simplifies accounting processes—and can save significant staff time and effort as the number of hard drives increases throughout your organization.

Helping reduce compliance-related expenses

In many cases, implementing processes that help ensure regulatory compliance can be costly. On the other hand, the hard drive retention option from IBM covers all hard drives on a single machine and is offered as an annuity contract. This reasonably priced “insurance” policy can help you save money over the machine’s lifetime.

Why IBM?

Unlike competitors, which typically either offer no similar service or offer it for only a limited number of products, IBM presents the hard drive retention option as a reasonably priced enhancement to product warranty and maintenance service agreements on all IBM System i, System p, System x and System z platforms and all IBM storage products. The standardized, value-added service is provided by dedicated technicians with three levels of backup available 24x7.

For more information

To learn more about IBM Hardware Maintenance Services – maintenance enhancements – hard drive retention option for System i, System p, System x and System z platforms and IBM storage products, contact your IBM representative or IBM Business Partner, or visit:

ibm.com/services/maintenance

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Route 100
Somers, NY 10589
U.S.A.

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