

# IBM Media Retention Services

Help protect data privacy and reduce cost by keeping damaged media components in-house



## Highlights

Maintain control over data to help protect sensitive information

Help better manage regulatory compliance and mitigate related fees

Reduce cost and downtime through proactive media retention planning

Simplify asset accounting of damaged drives as capital assets

## **In today's digital environment, the challenge of maintaining data security and privacy confronts all organizations.**

In the event a hard disk drive (HDD), solid-state drive (SSD) or flash memory become damaged, you need to protect one of your most important assets—customer data. Typically, defective media components become the property of the manufacturer and can be refurbished and sold. Though unlikely, it's possible that confidential data could be exposed. As a result, your organization can face penalties from noncompliance with privacy regulations. To keep your sensitive data under control and in accordance with security requirements, you need a secure, cost-effective solution to retain defective media components.

IBM® Media Retention Services is designed to facilitate better control over sensitive data by allowing you to retain HDDs, SSDs and flash memory components for IBM products that are replaced as a result of a service repair action. By planning for media retention before experiencing a failure, you can speed replacement while simplifying asset tracking, depreciation and budget planning. By keeping your HDDs, SSDs or flash memory in-house, you can better manage regulatory compliance mandates and protect the privacy of your customer data.

## **Maintain control over data to help protect sensitive information**

IBM Media Retention Services helps you reduce security and compliance risks and protect sensitive data stored on damaged media components that need to be replaced. Rather than having defective media components returned and refurbished as used returnable parts, you can keep the defective HDD, SSD or flash memory on your premises. This way, you can better safeguard the security and privacy of sensitive data without having to purchase the damaged media component at its retail price.

## **Find out why IBM is the right choice**

Learn more about why you should choose IBM hardware maintenance services: IBM is positioned as a leader in IDC MarketScape: Worldwide Support Services 2022 Vendor Assessment.<sup>1</sup>



### **Help better manage regulatory compliance and mitigate related fees**

Organizations in all industries, including highly sensitive and regulatory industries, such as banking, insurance, healthcare and the public sector, need to address privacy concerns. With IBM Media Retention Services, you're able to maintain control over the entire chain of custody of your devices. By helping secure the privacy of highly sensitive information that might be stored on an HDD, SSD or flash memory card, your organization can better manage regulatory compliance and mitigate the fees associated with noncompliance.

### **Reduce cost and downtime through proactive media retention planning**

IBM Media Retention Services allows you to proactively plan to retain media components when your HDD, SSD or flash memory is defective and requires replacement. IBM requires that you wipe all data from the drive being replaced under warranty. It's likely you won't be able to wipe the data if the drive is not working and, due to regulatory requirements, IBM won't accept a drive with data on it. If data can't be removed, you'll need to pay retail price for the replacement drive regardless of warranty. Planning ahead will help reduce overall cost of retaining the drive and help you minimize downtime.

### **Simplify asset accounting of damaged drives as capital assets**

IBM Media Retention Services is available as an enhancement to the warranty and maintenance service that distributes the cost of the service over time as an operating expense. It can be offered as an annuity or a monthly contract during warranty or post-warranty periods for IBM server and storage products. By including media retention in the hardware maintenance support contract, you don't need to track or depreciate the value of the replaced HDD, SSD or flash memory as a capital asset. The media retention option helps simplify accounting processes, reduce billing complexity and can save staff time and effort as the number of HDDs and SSDs increases throughout your organization.

### **Conclusion**

To comply with data security regulations, you need to take a close look at the sensitive data in your system and how it's being handled. Improper disposal of data could expose you to the risk of data breaches and subject you to penalties from regulations. IBM Media Retention Services helps you better manage regulatory compliance and mitigate related fees. It allows you to proactively plan to retain your media components to enhance data privacy while simplifying asset accounting and reducing cost and downtime. The fixed-price, fixed-scope offering is provided as a maintenance service enhancement that's designed to make it easier to plan your budget. By keeping your data right where it is, IBM Media Retention Services gives you the confidence and peace of mind knowing that your sensitive data is secured and protected.

You can count on  
IBM Technology Lifecycle  
Services to keep your  
mission-critical systems  
running smoothly 24x7

#### **Why IBM Technology Lifecycle Services?**

IBM Technology Lifecycle Services professionals have deep expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

#### **For more information**

To learn more about IBM Media Retention Services, please contact your IBM representative or IBM Business Partner®, reach out directly to an [IBM TLS expert](#), or visit [www.ibm.com/services/multivendor-support](http://www.ibm.com/services/multivendor-support)

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1 ["IDC MarketScape: Worldwide Support Services 2022 Vendor Assessment"](#), by: Rob Brothers, March 2022, IDC # US48896919

