

Top 10 Questions ITAD's Ask

ITADs and remarketers continue to improve their data eradication processes to ensure they meet their client's regulation requirements. These regulations may require specific overwrite patterns or a type of audit report. Some clients don't require any processes but ITADs follow their internal requirements to ensure sensitive data is removed and to limit their individual liability. The following document answers the top 10 questions ITADs face when choosing a data wipe solution.



1: Why does WipeDrive Enterprise offer ITADs freedom to save audit trails to any location they prefer?

A: WipeDrive Enterprise focuses on client access to all data. The software does not store log files in a proprietary system but allows users to setup the type of audit trail (PDF, XML, TXT, CSV, HTML or DB) and save it to any location they prefer. Clients can then provide these reports to internal departments for audits or to clients to show proof of erasure.

The implementation of Consoles and Management Systems can be cumbersome. WipeDrive Enterprise has followed the client's recommendations and provides the freedom to save log files to any destination they prefer.

2: Why are low cost erasure solutions inferior to WipeDrive?

A: The cost of a license should be directly tied to the benefit and value of that software tool. There are erasure tools on the market that offer very low-cost unlimited use licenses. These tools are lacking in certifications and have extremely high failure rates on systems they process.

Providing a solution that fulfills these two requirements is expensive, thus a higher license cost. All our clients that have migrated from a low-cost/free tool have seen substantial gains from a less expensive processing system and increasing the throughput by higher compatibility matrix. We strongly caution against these low-cost tools – ITADs are very cost conscious and frugality in this area can lead to potential litigation and other major cost issues.

3: Can a wipe tool help us save costs by improving our process?

A: ITADs have one goal, process a high volume of systems at a low cost and sell at a high margin. This may seem simple but when there are many different logistical options, the wrong selection may be made.

Since labor costs are high for ITADs, WipeDrive Enterprise removes the manual reporting and management process. The simple plug and wipe process of WipeDrive in the PXE environment means one technician could wipe 200+ computers. Simple ERP and system integrations will align client requirements with WipeDrive's delivery system, and this saves ITADs hours of manual labor. WipeDrive focuses on this as a key differentiator from any competitor.

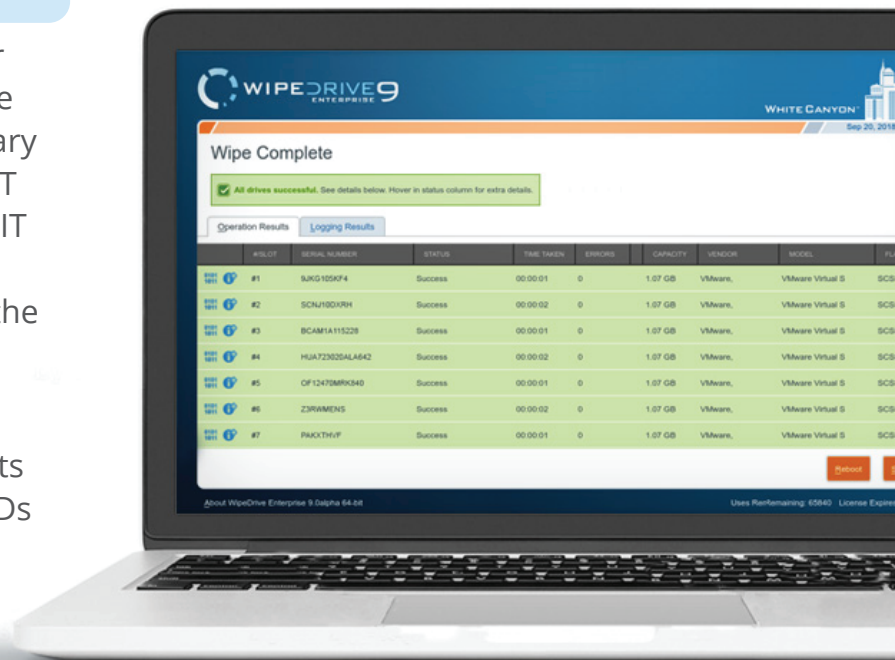
4: How quickly should a wipe complete?

A: Storage media sizes vary from 250 GB to 16 TB. A full-featured erasure tool should be able to securely overwrite any device at 30-40 GB per minute. New flash media and encryption removal technology can make this process even faster. Be wary of low cost tools, they typically lack the drivers and ATA commands to quickly and efficiently erase any storage device.

5: Should ITADs use a wipe software even when clients don't require it?

A: Clients require the best value from their 3rd party ITAD and will typically not require wiping to save on cost. ITADs should be wary of the legal liability they assume when an IT asset comes into their facility. The client's IT assets may have PHI (Personal Health Information) or other regulated data that the client may not know is on the drive.

The ITAD is liable if that data is breached. We recommend securely wiping all IT assets with a certified erasure tool to limit an ITADs legal responsibility.



BONUS: Which ERP system should an ITAD use?

A: ERP systems assist ITADs with managing their inventory and typically integrate into online sales platforms; i.e. eBay, Amazon, WalMart, etc. These ERP tools will streamline an ITADs process logistics in purchasing, wiping, refurbishing and reselling inventory.

WipeDrive is integrated into the Makor Solutions, Cyclutions, Navision, and IQ Resellers solutions and we recommend these partners.

**BONUS:** Should ITADs implement two deletion solutions to cover corner cases and verification requirements?

A: ITADs that process a wide variety of hardware will find that data erasure tools don't work on all equipment. It is extremely valuable to have more than one data erasure tool for these corner cases.