

Keep sensitive data safe

HPE Defective Media Solutions

Today, business-critical data often resides in places other than a drive. Extend your protection and maintain regulatory compliance with HPE Defective Media Retention and HPE Comprehensive Defective Material Retention.

HPE DMR and HPE CDMR options help you:

- Reduce security risks with classified, proprietary, and confidential data
- Keep sensitive data compliant with privacy regulations
- Achieve a simpler, more cost-effective solution when you choose not to return a malfunctioning component

When does a disk go bad?

Let's start with the basics. A defective storage disk is no cause for alarm if your hardware is covered by an Hewlett Packard Enterprise onsite hardware support agreement. An Hewlett Packard Enterprise support agent will diagnose your system problem, dispatch personnel if needed, and provide a replacement part. Once you recover the backed up data, you are ready to continue working.

It's what happens next that could concern you, especially if you must comply with stringent internal or external data security regulations. Some or all of the data on your defective disk could still be accessible through a variety of tools and techniques. And simply letting the disk and data leave your facilities could subject you to penalties under government regulations like HIPAA, Sarbanes-Oxley, Gramm-Leach-Bliley Act (GLBA), or any of the other international, federal, state, local, and industry regulations now in effect.

What about data beyond my drives?

Today's speed-intensive, data-driven environments have raised the expectation to put sensitive data as close to the search or transaction as possible. Many times, this means not just drives where the final transactions are stored but places like switch components, memory-retentive system boards and system memory can retain data. The only way to assure this sensitive data does not fall into wrong hands is to remove that component from ever being put into operation again.

Keep your component. Stay in control

You could solve the problem by keeping your defective disk and/or failed data-retentive memory component, but your standard hardware agreement terms require you to purchase the replenishment component if you are not returning the failed one.

While defective media retention is commonplace today, if you are a security conscious company, you might consider adding comprehensive defective material retention service to your hardware support agreement.

A secure choice for today's realities

The HPE Defective Media Retention (DMR)
HPE DMR lets you keep—and control—your disk and your data. The process closely resembles what happens in a standard service call. If a disk covered by the retention option malfunctions, you call Hewlett Packard Enterprise for support. An HPE support agent will diagnose your system problem, dispatch personnel (if needed) and provide a replacement disk/part.

HPE Comprehensive Defective Material Retention (CDMR)

HPE CDMR allows you to keep all data retentive components. Before the actual replacement occurs, you must inform the authorized HPE support agent of your intention to keep the disk drive/data retentive component. You must also copy the information found on the label of the

Solution brief

malfunctioning disk drive/component and provide it to Hewlett Packard Enterprise. The malfunctioning part will then be replaced. You will be responsible for destroying and/or permanently removing the device from production.

Select the coverage that's right for you

HPE DMR and HPE CDMR are sold as options for hardware support. HPE DMR is required before HPE CDMR can be added on. Choose from a variety of response and coverage options, making it easy to select the right match for your business requirements. Hewlett Packard Enterprise offers the following hardware support services offering.

HPE Foundation Care—

With HPE Foundation Care, you can minimize the time spent on troubleshooting, monitoring, and remediating while maintaining availability within limited budgets and resources.

We offer a call-to-repair commitment that provides one of the highest levels of reactive support coverage in the industry, and the ability to connect to Hewlett Packard Enterprise with easy, robust tools. You can choose the coverage windows, response times, and support duration that meets your budget and availability commitments. You can choose from the following levels of service:

HPE Foundation Care Call-to-Repair

Service—Offers 24x7 service, including on HPE holidays, with a six-hour call-to-repair time, where our commitment is to have the hardware operational within six hours after your call is opened. Software support is 24x7 with a 2-hour response time.

HPE Foundation Care 24x7 Service—Offers 24x7 service, including on HPE holidays, with a four-hour on-site response time for hardware and a two-hour response time for software.



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FEATURES	HPE DEFECTIVE MEDIA RETENTION (DMR)	HPE COMPREHENSIVE DEFECTIVE MATERIAL RETENTION (CDMR)
Available as an extension on HPE hardware onsite offers	X	X
Available for 3, 4, and 5 years	X	X
Covers disk drives only	X	
Allows you to retain disk drives	X	
Covers any product which has memory or other way of storing data		X
Allows you to keep all data retentive components such as memory, PCA I/O cards, network cards, controllers, network devices, CPU, and system boards		X
Provides flexible and contractual hardware onsite services (prerequisite for HPE DMR)	X	
Provides hardware onsite support (including HPE DMR and HPE CDMR)	X	X

HPE Foundation Care Next Business Day Service—Offers a next-business-day on-site response with coverage available nine hours per day between 8:00 a.m. and 5:00 p.m. local time, on business days Monday through Friday, excluding on HPE holidays. Software support is provided with a two-hour response time.

HPE Proactive Care

- 4-hour 24x7 with DMR Proactive Care Service
- 6-hour Call-to-Repair with DMR Proactive Care Service
- Next Business Day with DMR Proactive Care Service

Additional purchasing guidelines

HPE DMR and HPE CDMR can also be purchased as part of a service contract, with an equally wide range of coverage, response times, and support levels available that's right for any environment—from standard to business critical.

HPE DMR and HPE CDMR may be purchased as an uplift after the hardware sale. Configure the appropriate service as an uplift to an existing warranty or support service level. The service can also be purchased as part of a new hardware support contract after a previous warranty or support service package expires.

Service levels and actual response times may vary depending on your geographic location. Restrictions and limitations apply.

Resources

For more information on these services to retain defective material, please contact your HPE representative or authorized HPE reseller.

Learn more at
hpe.com/services/foundationcare

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