Client Risk Management Case Study

Client

Our client is one of UK's largest Media and Telecommunications companies, employing nearly 14,000 people across the UK. As an organisation specialising in consumer services, it is responsible for vast volumes of personal information. Data security and brand protection are primary concerns for the businesses and its senior stakeholders. Corporate IT processes are driven by a stringent data security policy that requires unconditional risk mitigation.

Challenges

Our client handles large volumes of customer data on a daily basis with varying levels of associated Business Impact risk. When data bearing assets are retired from the business, the data sanitisation process must be appropriate to the Business Impact level for the hardware in question. All processes must be controlled and auditable. For our client, it is imperative that they engage with a service partner who can provide the flexibility to meet the required industry approved standards for data destruction at all levels, across the whole business, with varying and changing requirements.

Solution

The ITAD Works proprietary asset management solution, Streams®, automatically controls data destruction using rules-based processing that captures and enforces our client's changing requirements on a measurable, repeatable basis.
Streams® recognizes the potential for each individual item to hold data and executes appropriate sanitization operations. Emerging data-bearing devices like solid-state (SSD) are captured automatically and diverted into safe and secure destruction solutions.

The ITAD Works uses industry approved tools to ensure compliance with industry standards for all of our media destruction. We work with our client to ensure our processes meet the HMG IA Standard for recommended best practice, often working together to design approved processes and procedures for the highest level of sensitive data destruction on a case by case basis.

Our systematic, electronic central control process tracks and reports on the data security status of every asset that we handle. The ITAD Works delivers a guarantee of liability mitigation that satisfies the unrelenting standards of our client's security teams and business stakeholders.

The ITAD Works Delivered

- Dynamic management of hardware into and through each data destruction path
- Guaranteed risk mitigation for data destruction at all Business Impact Levels
- A flexible approach to developing appropriate data destruction solutions on demand
- Auditable evidence of the success of the destruction process, asset by asset