

Hard Drive Retention Offering for Xerox[®] Products in Europe

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Replacement Offering for Xerox® Products in Europe

Industry and customer requirements continue to put a premium on information security. With an increasing number of devices containing hard drives, customers require more choices to manage sensitive information on a Xerox device hard drive. Xerox technology already has robust security features included. Examples include Image Overwrite, disk encryption and protocol compliance, along with built in McAfee security. However, some customers require unique handling of a hard drive containing sensitive information when either the device or the hard drive itself must be moved from the customer's environment.

The Xerox Channels business recognizes the importance of enabling Xerox Authorized Service Providers (ASPs) to support our customers' hard drive retention needs. Recent enhancements to the Xerox ASP Program provide support for those partners that participate in this program to enable them to handle hard drive security requirements for their customers. However, some customers rely directly on the Xerox Technical service delivery organization for support. It is these customers who may see value in the Hard Drive Retention - Replacement Offering to help comply with internal policies or regulatory standards that mandate specific disposition processes for hard drives.

While a hard drive that fails under Xerox warranty or a Xerox service agreement may be retained by a customer at no charge if requested, other situations requiring hard drive retention – replacement – Moves/Relocations, for example – are fee-based and addressed by this process.

At this time, Xerox does not provide hard drive sanitization, cleansing, or destruction services onsite at customer locations. Customers will need to make arrangements for final disposition of the physical hard drive received from the technician.

To determine if your Xerox product contains a hard drive or to review security features available to secure data on hard drives, please visit www.xerox.com/harddrive.

When to use this offering

Protection of data is ultimately the customer's responsibility, and it is important to take appropriate measures to protect that information when a device (or the hard drive containing that data) leaves your facility. Reasons for considering this fee-based hard drive retention offering include end-of-lease returns, customer-initiated moves/relocations, and Xerox-initiated returns for Service and Total Satisfaction Guarantee replacement. Image Overwrite and Encryption features should be used to protect image data on devices being returned. At this time, Xerox does not track or report on any particular hard drive and does not provide a 'certificate of sanitization' or 'certificate of destruction'.

Upon requesting this service, a Xerox (or Xerox partner) technician will travel to the customer location, remove the hard drive, and provide it 'as is' to a customer representative. Optionally and for an additional fee, the removed hard drive will be replaced during the same visit. After hard drive removal/replacement, the technician will verify that the product powers up in a 'Ready' state. Please note that unique configuration settings must be performed by the customer.

For Xerox- initiated service and Total Satisfaction Guarantee returns

For a device being replaced through a Xerox-initiated Service or Total Satisfaction Guarantee replacement process, and at the customer's request, Xerox will provide no-charge removal of a hard drive to help meet your security requirements. Xerox will turn over the hard drive to the designated customer contact to be handled according to customer security protocol. Xerox will NOT require that you replace the hard drive prior to return of the device to Xerox.

For customer-initiated moves/relocations and rental returns or lease returns

At the customer's request, either your Xerox Authorized Service Provider (ASP) or Xerox can provide fee-based hard drive removal and replacement services to help meet your security requirements. If you choose Xerox to perform these services, the fees are outlined in this document. Should you choose a local Xerox ASP to perform this service, please contact them directly for pricing.

Xerox Financial Services and Xerox Finance leases do NOT require replacement of a retained hard drive prior to end-of-lease return. Please make sure you understand the requirements of 3rd Party leasing companies, as some may require that the device be fully functional upon return. This would require replacement of a retained hard drive prior to lease return.

Eligible Products

All Xerox® products containing hard drives sold or leased in Europe are included in this program

Pricing

- Pricing only applies for service provided by Xerox Service technicians and Service Delivery Partners acting on Xerox's behalf. Xerox Authorized Service Providers set their own rates for their services.
- Pricing is per product and includes an integrated digital front end (DFE), if applicable.
- These rates apply only to products with Xerox warranty or maintenance coverage; otherwise, standard Time & Material rates apply.
- Applicable taxes will be added to prices shown below.
- For detailed prices, please contact your local Xerox Customer Support <https://www.xerox.com/en-us/about/contact-us> or Norway.cso@xerox.com

Upon removing the original hard drive and replacing it with another hard drive, the Xerox Service technician will verify that the product powers up in a 'Ready' state. Unique configuration settings must be performed by the Customer.

How to Request Hard Drive Retention

Please contact your Xerox Authorized Partner sales representative or contact Xerox Customer Support <https://www.xerox.com/en-us/about/contact-us> or Norway.cso@xerox.com to order the service.

The Service Process

Upon placing your service request with Xerox:

1. Expect a call from either the technician or a scheduling group to set an ETA for the technician visit.
2. Please escort the technician to the device requiring hard drive removal and (if required) replacement.
3. Be available to take possession of the hard drive upon removal, and be prepared to handle it according to your company's requirements. The technician will request your name for our records.
4. If a replacement hard drive was also ordered, the technician will ensure that the device powers up in a 'Ready' state. Please be aware that the customer may need to reconfigure the device to meet local requirements, as prior settings may be lost.

Changes and corrections will be periodically made to this document.

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