



SUCCESS STORY

IT Business Process Outsourcing (BPO)



"We appreciate the work that DMD does for us. They brought expertise that not only meet our expressed challenges, but offered insights that led to huge improvements for us."

- Senior Project Manager



PROFILE

INDIA BASED

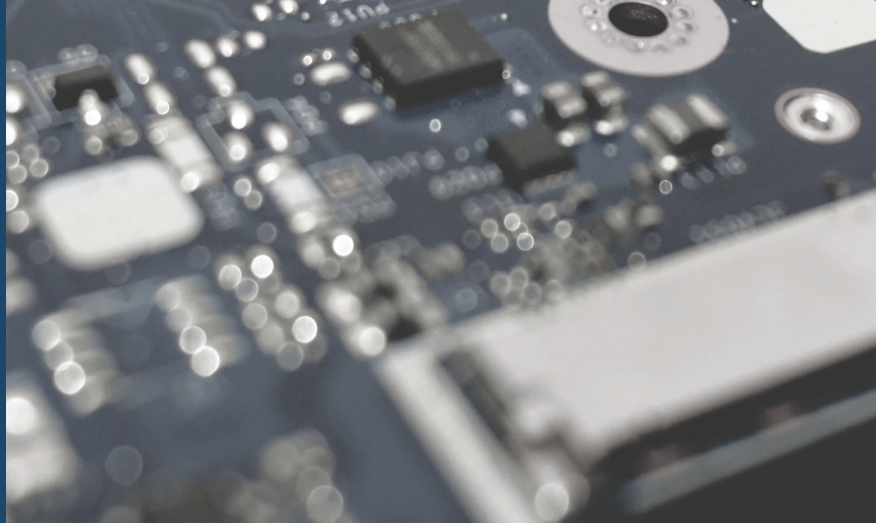
200 + GLOBAL OFFICES

156 COUNTRIES

240,000 EMPLOYEES

2,000 DEVICES WIPED

5 DAYS ONSITE



EXECUTIVE SUMMARY

A global IT Business Process Outsourcing (BPO) company manages thousands of End User Compute assets requiring a 2-year quarantine period prior to data destruction. The data is treated as classified and not permitted to leave the physical quarantine premise. DMD provided comprehensive onsite inventory validation, audit, and data erasure services. DMD created a standard operating procedure and a custom mobile wipe network to minimize onsite time.

ABOUT THE COMPANY

A global leader in next-generation digital services and consulting that enables clients across the globe to navigate their digital transformation.

THE CHALLENGE

This BPO organization performs outsourced IT work for numerous organizations requiring government clearance for handling classified information. Multiple layers of management provide oversight on these project IT assets to ensure handling compliance, including a mandatory two-year quarantine period with immediate data purge.

The IT asset management group spent hundreds of hours annually monitoring, cataloging, and controlling thousands of idle and unused IT assets. Additionally, security and space constraints impact this office located in a major downtown area with a mobile workforce.

Finally, assets were managed at a project level, duplicating the management efforts and leading to multiple outsourced companies assisting with various portions of the inventory management, data destruction, and asset repurposing, generating confusion and complexity.

COMPANY GOALS

- Securely erase all laptops within the quarantine zone.
- Minimize onsite time due to employee-required supervision.
- Create a repeatable program to increase governance while decreasing oversight effort.

DMD STATS

55

COUNTRIES SERVICED

56M LBS

CO2 SAVED

0

DATA BREACHES, EVER.

638,318

TERABYTES DESTROYED

12%

OF THE F500

*FROM 2024

DMD provides comprehensive ITAD services across the IT categories: Data Center, End User Compute, and Mobility; for Fortune 5000 companies and top 500 cloud providers in America who need to disposition unnecessary IT assets, value their data security, our environment, and desire a governed solution, with a Reuse-First™ ITAD policy.

SOLUTION

DMD, a NAID AAA certified company, provided services to locate 2,000 assets, validate the serial numbers from a project manifest, destroy the data, and refurbish the assets for reuse. We generated an ongoing program based on observation to reduce effort and cost going forward.

Working under the required guidance of a full-time escort, DMD created a mobile production facility within the confidential perimeter for asset location and identification, validation, and data destruction. Once the devices were data-free, we relocated them to a storage area for secure packaging and transport for later refurbishment.

DMD used the initial project to craft a comprehensive, go-forward ITAD solution for the company. This custom, standardized, turn-key program is used at the BPO's multiple confidential locations for onsite destruction. This mobile network system is drop-shipped to any location eliminating infrastructure reliance, reducing oversight and project duration.

Our custom solution generated a standard operating manual that ensured maximum compliance with redundancy, while increasing the number of concurrent steps, reducing the onsite time.

RESULTS

DMD located, identified, and validated every asset from the project. Each asset had the data erased and verified with supporting wipe logs. This work was done in a week less than estimated, reducing the amount of disruption and required supervision, due to our insights which led to a mobile network system we brought to the facility. This program has rolled out to multiple sites with standard rates, times, expectations, and outcomes.

40%

HIGHLIGHT

Decrease in onsite time due to mobile network system.

70%

HIGHLIGHT

Reduction in escort time by segmenting data destruction, packaging, and refurbishment.

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