

Oracle Customer Data and Device Retention

ORACLE® Support

Trusted

- Oracle's solid business reputation is built on more than 39 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Oracle helps to protect your Oracle investment including rigorously tested updates, innovative upgrades, and security patches.
- More than 420,000 customers choose Oracle, and rely on Oracle Support, to protect their technology investment.

Secure

- Security patching is essential and is standard operating practice—Oracle has the tools, owns the source code, and has the ability to develop security updates.
- Regression testing across the full stack at the core application/database code level.

Comprehensive

- Leverage consistent, ongoing, unparalleled innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.

Global data retention and auditing laws impose significant constraints on data storage security practices. Oracle Customer Data and Device Retention enables the secure retention of nonfunctioning disk drives, flash devices and non-volatile RAM cards containing sensitive data that have been removed from Oracle's systems. Maintain control of data that has outlived its purpose yet is still business-critical, and avoid exposure to data loss or unforeseen compromise.

Maintain Control and Minimize Security Risks

The U.S. Department of Defense (DoD) Directive 5220, the Sarbanes-Oxley Act, the Health Insurance Portability and Accountability Act (HIPAA), the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada, and other regulations require that data be protected in adherence with precise guidelines, making data protection a high priority. Minimize security risks with Oracle Customer Data and Device Retention service, and maintain control of nonfunctioning disk drives that are replaced due to corrective or remedial maintenance.

Keep in Compliance, and Rest Easy

Based on unique customer needs, Oracle offers support for retaining nonfunctioning disk drives, flash devices and cards with non-volatile RAM that contain confidential data. Learn how to better manage compliance with government and various regulatory requirements. And because Oracle Customer Data and Device Retention is a service, you can plan and budget for it instead of needing to purchase new drives to replace failed ones on an ad hoc basis.

Onsite Data and Device Retention

If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced because it contains sensitive, confidential, or classified data that has been removed from your hardware system, Oracle will send a replacement part to your location in accordance with the ["Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates."](#)

Best-in-Class Expertise and Customer Service

Oracle offers systems, software, and solutions for managing complex data environments and complying with numerous government and corporate regulations. Oracle's integrated, tiered storage solutions are designed to respond to the emerging regulatory environment and customer data requirements for information retention,

SECURE YOUR BUSINESS-CRITICAL DATA

KEY FEATURES

- Secure de-installation and replacement of nonfunctioning disks, flash drives and cards containing non-volatile RAM
- Expert technicians use only OEM-authorized replacement drives

KEY BENEFITS

- Retain failed disks, flash drives and cards with non volatile RAM that contain sensitive data, and minimize security risks
- Simplify IT budget management with predictable costs and world-class service
- Keep sensitive data secure and compliant with data protection regulations

identity management, and security while reducing IT cost and complexity. Oracle delivers effective and economical capabilities for managing data from creation to deletion.

Complete Service for Superior Outcomes

With Oracle Customer Data and Device Retention, you have greater confidence that business- critical data is secured. Oracle takes care of supporting the IT environment, delivering enterprise-class quality of service while your IT staff members focus on more-strategic matters that make effective use of their business-specific knowledge.





Take advantage of Oracle's integrated approach to simplifying IT infrastructure support, and deliver superior IT service to your customers.



CONTACT US

For more information about [insert product name], visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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