

Problem

A Verity ES customer was delivering onsite data sanitization services on a large backlog of old hard drives that had been removed from their customers online storage systems in data centers across the US. Since most of these disks could either be repurposed or returned for warranty credit, the end customer wanted to sanitize the data on the disks and not shred them. To do this, they needed to successfully erase the data on each of the disks.

Opportunity

While the process was running very well using the Verity ES software (success on the erasure process was over 90%), there were still hundreds of failures due to the overall large volume of disks being processed. The Verity ES customer wanted to dig deeper into the erasure data and see if there was anything that could be done.

Using the Verity ES analytics module, the Verity ES team was able to determine that while over 100 disks had failed erasure, over 40% of the disks that had failed were all one particular model.

Solution

Using the drill down capabilities of the Verity ES analytics module, the team was able to provide the service provider with a report to pass to the end customer about the particular model of disk that was causing the vast majority of failures. Using this report, the end customer was able to make an informed decision on whether to continue to attempt the erasure process on this particular model, choosing to pause erasure efforts.