DELL Technologies

Getting Started with Data Erase in TechDirect

Securely erase end user data from anywhere.

Securely erase end-user data from anywhere, whether remotely from the cloud or locally. Data Erase empowers your organization's IT administrators to manage critical data security requirements effectively – by erasing data safely and securely, no matter where the devices are located.

Designed for IT administrators, Data Erase now provides enhanced capabilities for both secure, self-managed end-user data control globally and remotely managed erasures via cloud services. With the added benefits of credit utilization management and certified erasure monitoring, our solution offers unparalleled flexibility and control.

Through TechDirect, IT administrators can now remotely initiate data erasures or empower their employees with a secure means to locally sanitize their devices. This flexibility ensures that end-user data management is secure and convenient, regardless of the employee's location.

Data Erase performs an erasure that is compliant with the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-88 Revision 1 "Guideline for Media Sanitization": NIST 800-88 Purge – ATA*

How it works:

Purchase credits through ProDeploy Plus entitlement → Login to TechDirect to assign and manage credits →

Local erasures
End user receives an email with self-guided instructions. End user securely sanitizes their device.

Remote erasures
An IT administrator initiates a remote data erase request. SupportAssist notifies the end user of the request. The end user can choose to immediately erase the data or defer the erasure for up to 72 hours. During this period, reminders are sent every 4 hours. After 72 hours, if no action is taken, the PC is automatically erased.

Take the steps to get started.

Data Erase is a self-service software that equips employees with a secure means to locally sanitize their devices. It also allows IT administrators to manage remote erasures effectively. With each ProDeploy Plus purchase, you are entitled to one erase credit, which can be used to erase one drive.

Steps for IT Administrators:

1 Register in TechDirect
After your order is placed, you will receive an email that will take you to registration, where you will complete the details to set up your company. Already have an account in TechDirect? Skip to the next step.

2 Navigate to Data Erase
Once you are logged in, select the Connect & Manage tab from the home page and activate Data Erase.

3 Assign and Manage Credits
Once you've activated Data Erase, you can easily assign and manage your active credits for both local and remote erasures.
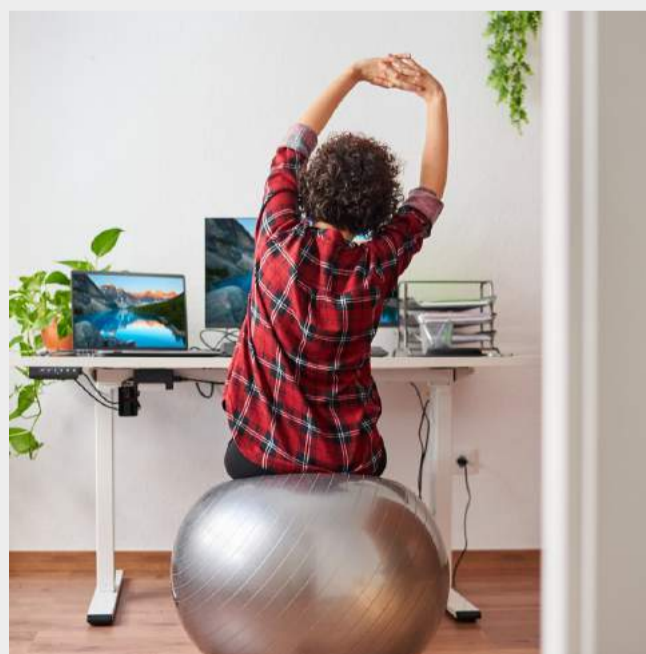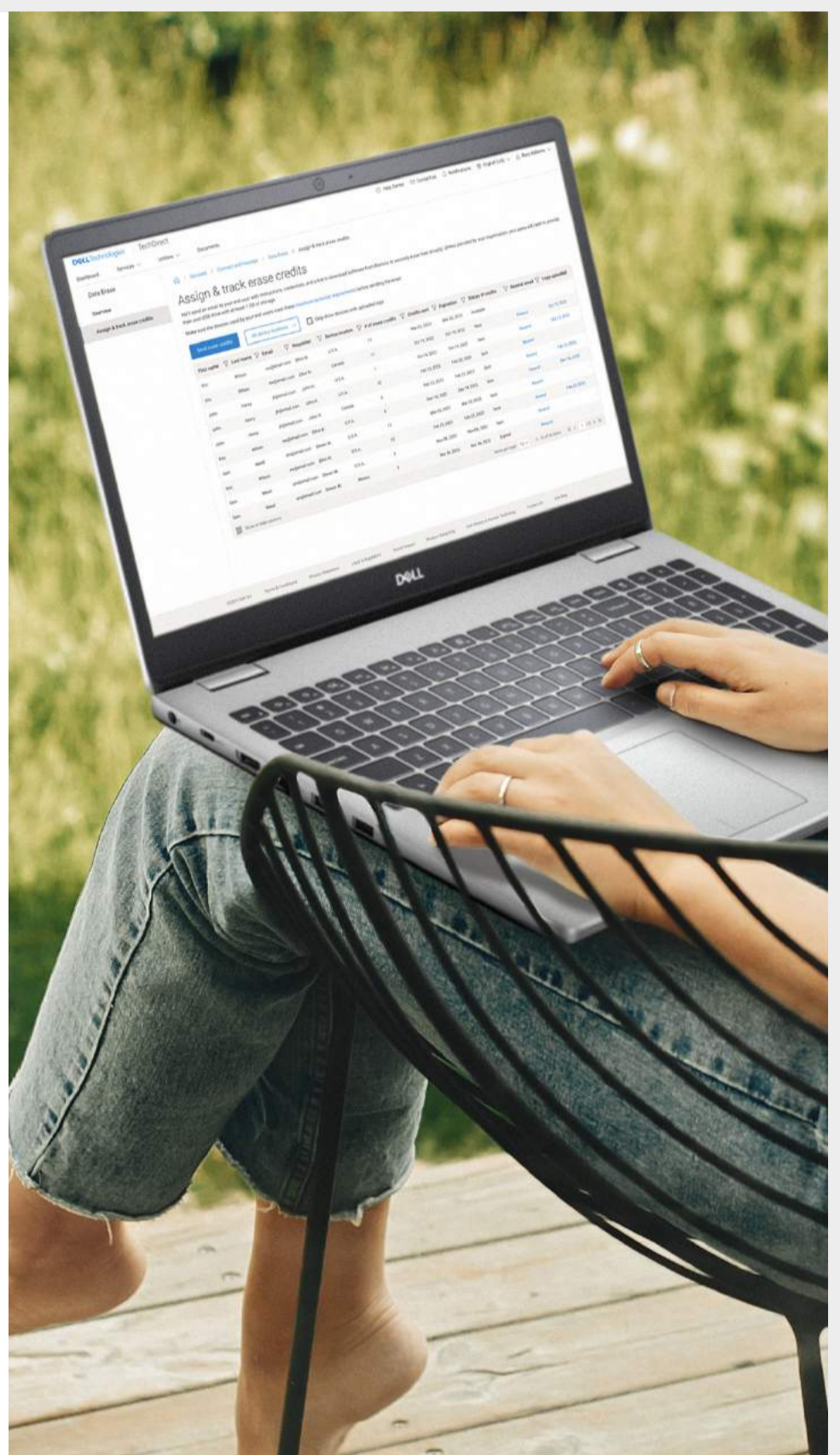
PRO TIP

Before erasing any data, be sure to back up any important information or software on the target devices.

Remember, you are responsible for this backup, and once data is erased, it's gone for good. Dell cannot be held responsible for any data loss or damage during this service.

We're here to help.

Review the IT Admin guide or User guide for detailed instructions on managing your Data Erase Service in TechDirect.

If you have additional questions, you can always reach out to your Dell Technologies representative by submitting a request through the Contact Us feature at the footer of TechDirect.

Learn more at **Dell.com/TechDirect**

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