Kroll Ontrack

CASE STUDY

A German lost property office relies on Kroll Ontrack's erasure services to securely delete data.

To ensure the secure deletion of mobile devices on behalf of the lost property office, the specialists at Kroll Ontrack use professional processes and erasure software.

THE SITUATION

Lost property offices all over Germany are facing a major challenge due to the mass availability of mobile devices in society. In the old days the majority of items reported to a lost property office would be keys, umbrellas and bags; nowadays large amounts of high-end smartphones, tablets and even notebooks have been added to that list.

These mobile devices mean additional work for the staff: according to existing data protection regulations, German lost property offices are obligated to return or release the devices without any data. Whether it is the former owner or the finder – should the owner not report the loss – who gets the device, the data on each device has to be securely erased and removed first. The same applies to devices that are to be auctioned as part of regularly conducted public sales.

To comply with this demanding task, a Metro lost property office in a southern German city searched for an effective, affordable and legally sound option that can handle any type of mobile device. The solution would need to not only offer successful and secure data erasure, but also the corresponding sanitisation reports and certificates.

THE SOLUTION

To meet the data protection and secure deletion legal requirements for mobile devices, the lost property office resorted to Kroll Ontrack's professional erasure services as part of a long-term data erase contract.

Each month a growing number of devices are delivered to Kroll Ontrack. The process starts by checking they are functional, after which they go through the deletion process using professional data erasure software.

Several devices are sanitised simultaneously with special deletion algorithms used by the software, however the functionality of the devices is not affected. Reports of the performed deletions are also generated which are then managed by Kroll Ontrack's erasure management software solution, "Hosted Erase". After every successful deletion a corresponding report is created, printed and attached to the respective device as proof of erasure.

THE RESOLUTION

By using Kroll Ontrack erasure services the lost property office has now found a secure and cost-effective solution for their data privacy and deletion challenges. With this new process they are also able to efficiently process high volumes of recovered devices at peak times during big events such as festivals, concerts, congresses, fairs and sporting events.

CONTACT

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