

**CASE STUDY**

# Second-hand devices securely erased before reselling.

H&T Pawnbrokers needed a comprehensive deletion solution to ensure its customers' privacy was fully protected.

**THE CLIENT**

Since 1897 H&T Pawnbrokers has grown to become one of the oldest and leading pawnbrokers in the UK. On 8th May 2006, H&T floated on the Alternative Investment Market (AIM). Since 2006, it has accelerated its development by adding new products and services, expanding the store network and developing a complete online service.

The increase in the use of smartphone technology has seen the number of preowned devices on the market increase. Erasing a previous owner's data securely has become a priority for the pawn broking industry.



## THE SITUATION

H&T Pawnbrokers approached Kroll Ontrack (Blancco Gold Reseller) to safeguard the privacy of its customers. The business had seen significant growth in its Buyback product and needed a streamlined, more cost effective way to:

- Diagnose and realise the value of exchanged mobiles, tablets, laptops and PCs
- Erase customer data with a secure, accredited method

In addition, the management of this process had to be on a web-based system working in tandem with their current systems.

## THE SOLUTION

Kroll Ontrack met with H&T Pawnbrokers to identify the specific needs for this project. As the global leader in data services, Kroll Ontrack was a natural fit to their brand that could deliver the necessary solution to achieve the desired outcome. By working jointly, they aimed to streamline the processing time whilst ensuring customer data was appropriately erased in line with current regulations.

The project consisted of 198 stores requiring pre-installing and configuring of Blancco Mobile and Blancco 5 - set to the client's prerequisite settings - in over 200 desktops and connectors with KVM switches. H&T Pawnbrokers also requested an in-store hardware solution which meant it was necessary to develop an erasure and diagnostic station for each store across the country.

Kroll Ontrack project managed the roll out, working in partnership with Blancco, to deliver bespoke training documentation, videos and class room sessions for the staff. Due to the number of stores involved and the two-month deadline, the implementation was challenging though successfully navigated.

## THE OUTCOME

Kroll Ontrack developed a comprehensive solution which encompassed all of the mobile diagnostics and regulatory requirements set out by H&T Pawnbrokers. By recognising the need to deliver an out-of-the box solution, incorporating hardware and internal system integration, Kroll Ontrack was able to develop a customised solution that complied with the client's needs including compliance with existing regulation.

### CONTACT

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