

PRECISION EXECUTION; MEETING CRITICAL DATA DESTRUCTION SLAS FOR A GLOBAL TECHNOLOGY LEADER

Guardian partnered with a global technology leader to securely destroy data-bearing devices across multiple U.S. data centers—consistently meeting a strict 7-day SLA while adhering to stringent on-site protocols and ensuring complete transparency.



 **7-DAY
SLA**
NO EXCEPTIONS



SUCCESS STORY

A global technology leader, operating extensive data center infrastructure across multiple U.S. locations, faced a critical challenge in managing the secure destruction of data-bearing devices.

Their internal protocols mandated a strict 7-day Service Level Agreement (SLA) for the destruction of any data-bearing device removed from an asset on-site. Failure to meet this deadline would result in significant escalations and potential security breaches.

The client required a highly adaptable and reliable partner capable of mobilizing quickly, ensuring complete transparency, and seamlessly integrating with their unique on-site operational processes, which included shredding devices only on the day they were removed from storage bins.



ACTION

To ensure consistent and compliant execution across their geographically dispersed data centers, the technology leader engaged Guardian as their national execution layer for e-media shredding.

Our teams deployed to critical sites, including Santa Clara, California, and San Antonio, Texas.

Guardian meticulously adhered to the client's stringent security requirements and on-site procedures, adapting our scheduling and operations to their specific workflow. This involved precise coordination to shred devices only as they were presented, ensuring the integrity of their chain of custody.

Our flexibility and commitment to their process were instrumental in overcoming challenges related to fluctuating scope quantities and the need for immediate, on-demand destruction.



RESULTS

- Consistently met the client's strict **7-day SLA** for data-bearing device destruction, preventing security escalations.
- Successfully processed **tens of thousands of e-media pieces**, ensuring secure data sanitization.
- Seamlessly **integrated** with the client's unique on-site operational processes, demonstrating **exceptional adaptability**.
- Provided **transparent verification and audit** capabilities, confirming that all shredded drives were accounted for against inventory manifests.
- Became a **trusted "easy button"** partner, enabling the client to mobilize quickly and efficiently for their data center refresh initiatives.

OUR SECURE PROCESS



COLLECT & IDENTIFY

Devices are collected on-site from storage bins and verified against inventory manifests.



ON-SITE VERIFICATION

Each device is scanned and verified to ensure accurate chain of custody.



SAME-DAY SHREDDING

Devices are shredded the same day they are removed from storage bins.



SECURE DISPOSITION

Shredded material is securely contained and prepared for downstream recycling.



VERIFICATION & REPORTING

Audit reports and certificates are provided, confirming all devices were destroyed.



CONCLUSION

When stringent security protocols and dynamic operational demands require an agile and precise execution partner, Guardian delivers the confidence and compliance essential for global technology leaders.