

Government

# Data Cleansing Services

Comprehensive support for data  
removal from your print devices

**RICOH**  
imagine. change.

Ricoh's Data Cleansing Service provides a proven, complete and documented process for removing data from end-of-contract printers and MFPs. Our secure disposal service covers all potential sources of information from devices, giving you the peace of mind that your – and your citizens' data – remain completely confidential. All of which means you can comply with current and future legislation.



## Delivering complete peace of mind

Data security remains a high-priority issue for government organisations, in response to intense public scrutiny of security incidents, and the need to comply with new and ever-changing local, national and European rules and regulations. The potential fines for a data breach are high. The impact on your sector's reputation and the loss of trust from your citizens can be even more costly.

At Ricoh, the security of your information is our priority. We offer a wide range of solutions to protect your print devices throughout their operating life. At end-of-contract, our Data Cleansing Service enables you to protect confidential information when your devices need to be disposed of.

## With Ricoh, you're covered

An increasing amount of residual data is stored on MFPs and printers. However, while many government organisations have implemented policies for protecting confidential data on PCs and servers, the risk of information leaking from print devices is frequently overlooked. New developments such as the document server and scan-to-email increase the amount of personal and confidential data held on these devices – and the risk of a leak.

Ricoh offers the most comprehensive Data Cleansing Service available for printers and MFPs on the market today. Our secure disposal service removes, beyond recovery, any residual data from devices and includes certification for proof of compliance with data protection obligations. Our fully auditable processes and procedures remove data from all areas of a device, and are documented each and every step of the way. As the most trusted data cleansing solution provider, we deliver the highest assurance you can get.

### Key Benefits



The most comprehensive full data cleansing service on the market



Comprehensive coverage of all potential data sources within print devices



Certified, auditable processes for complete peace of mind



Data Cleansing Service can be integrated into device lifecycle management



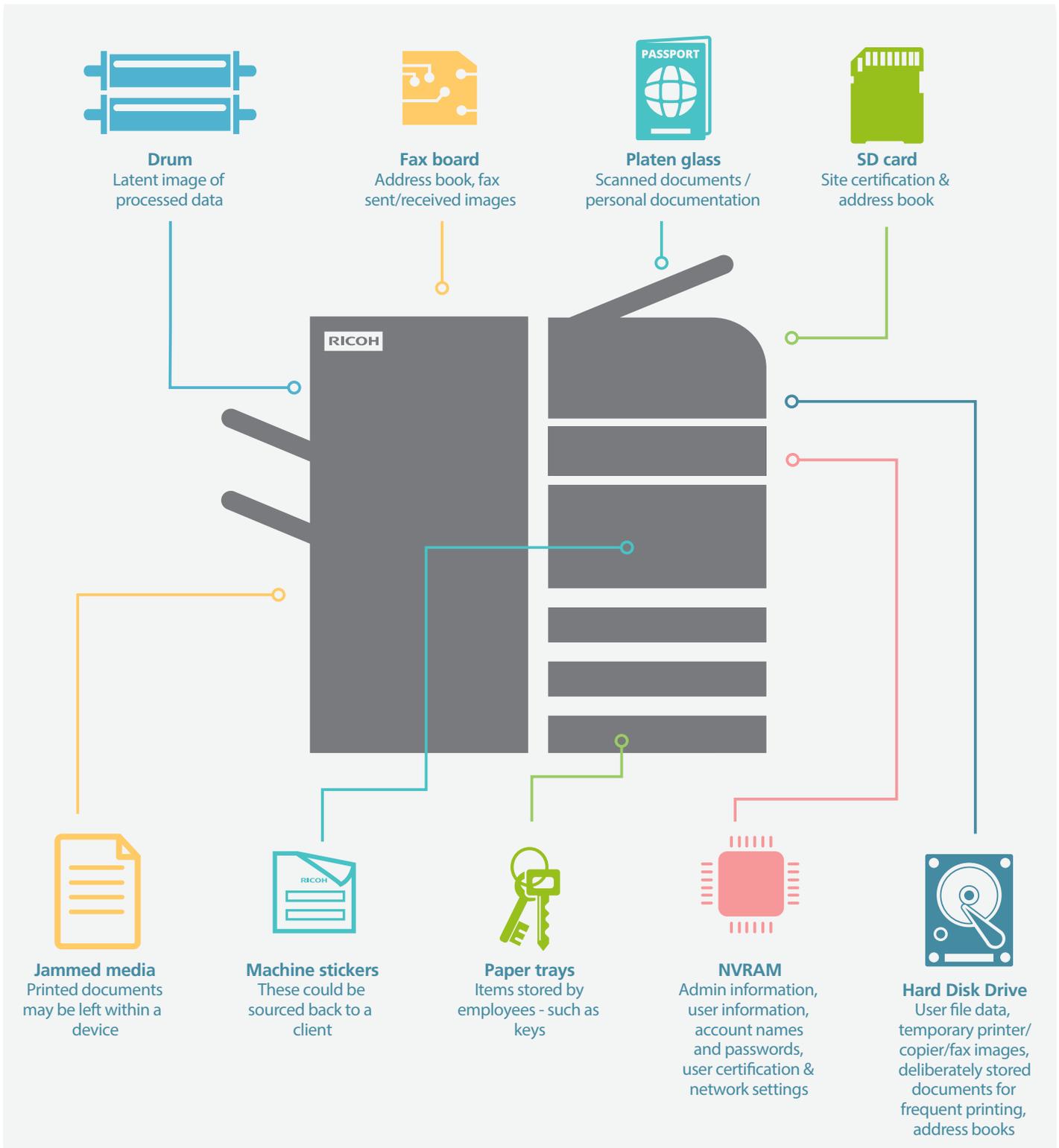
## Where potential risks can hide

It's not just the hard drives in your print devices that present a potential risk to information security.

As the diagram below shows, this is only one of the many places on a printer or MFP where potentially sensitive data can be located.

A decommissioned device can contain both digital and physically-stored information.

Ricoh's comprehensive Data Cleansing Service addresses all potential areas of risk, offering you complete peace of mind that no data can be recovered from a device.



## About Ricoh

As a global company specialising in office imaging equipment, production print solutions, document management systems and IT services, Ricoh offers government departments true end-to-end solutions that can deliver efficiency gains and also cost efficiency.

Ricoh's proven suite of document and data solutions can help government organisations solve the business process jigsaw to drive change. Our solutions are based on an integrated offer of tailored technological services and solutions to help government organisations. This includes process and infrastructure optimisation, encompassing consultancy services, technological solutions and outsourcing services. See below an example of our work:

## Case study:

### Global, Fortune 500 organisation

**This global organisation had over 350 print devices in the UK that were reaching end-of-contract.**

It recognised the need for a data cleansing solution that would ensure the secure removal of any residual information held on the devices; ideally, it wanted this to be provided by its existing supplier and service provider, without needing to involve a third party provider.

A key part of the organisation's requirements was having a service that was fully auditable and which could demonstrate compliance with all data protection requirements at each stage of the data removal process.

Before signing the deal, the organisation carried out a detailed evaluation of how Ricoh's data cleansing operation worked, including a site visit and review of the technical processes and standards involved. This convinced it to commission Ricoh to oversee the decommissioning of its end-of-contract print devices.

After commencing the relationship, the organisation conducted an audit of Ricoh's performance. It was impressed by the professional, thorough approach to processing devices. For each stage of the data removal process, it has documented evidence that all necessary steps were undertaken.

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