

CASE STUDY - LOCAL AUTHORITY

Local Authority clean up

During the rush and confusion of the Covid pandemic, our client was required to make unprecedented decisions and actions to maintain services across the city. In the scramble to facilitate home working many decisions were made including UYO [use your own devices], and reallocation of retired IT equipment. Devices were allocated in these difficult times and as the COVID situation persisted, IT teams struggled to keep track of all devices. Further difficulties arose when devices needed to be upgraded, and everyone, including the IT team was working remotely.

THE CHALLENGES ARE SIGNIFICANT

Most of the IT equipment was spread across various sites and with many employees working from home it was difficult to access the hardware.

With the asset register up to date for most assets, remote COVID working caused technical issues associated with devices, tracking on upgrades. Consequently, some users had equipment that was not allocated on the asset register and others had equipment relating to another user.

The equipment fleet comprised a variety of specifications, brands, and capabilities. Some had been upgraded but not reported and others were unallocated coupled with few OD's [own devices] but it was challenging for the client to track. The major issue was data and how unsecured equipment could possibly present a huge GDPR risk.

AT A GLANCE

To facilitate remote working across the full workforce as well as the reallocation of retired IT equipment.

- Reduction of the risk of data loss and GDPR compliance fines.
- Equipment was identified and recovered for reuse or recycling.
- Return of revenues to the IT budget.
- Full environmental compliance.



"EGO Technology provided remote support to home users securing data on devices prior to transit, with free device returns direct to our technology centre.

We applied full data cleansing and provided arcuate reports on returned devices along with recovery values to the council."



SOLUTIONS

As a result, EGO Technology provided remote support to home users securing data on devices prior to transit, with free device returns direct to our technology centre. We applied full data cleansing and provided arcuate reports on returned devices along with recovery values to the council.

With the situation stabilised, the client was able to refresh and update the estate. EGO worked directly with the IT team to provided centralised and secure collection, data cleansing, processing, asset tags and accountability for all devices. Moreover, the client was safely able to remove surplus devices from the central estate.

All devices were data cleansed or destroyed by certified destruction. Due the enhanced processing and removal of BIOS passwords /MDM locks, EGO was able to return a healthy recovery value to the IT budget.

OUTCOMES

- Reduction of the risk of data loss and GDPR compliance fines.
- Equipment was identified and recovered for reuse or recycling.
- Return of revenues to the IT budget.
- Full environmental compliance.
- Devices could be actively removed from the estate and the risk of data loss kept to a minimum.
- The Local Authority was able to demonstrate a more sustainable use of IT equipment with the equipment sold for reuse and recycling.

Should you require further information or would like to find out how you can secure data and recover revenues for your business, then please contact info@egotechnology.co.uk or call 01283 890990.

