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Karen Greenhow  
Regional Systems Chief  
General Services Administration (GSA)

## Computrace Locates Stolen PCs For General Services Administration, Breaks Up Theft Ring

When two laptop computers were stolen from the General Services Administration (GSA) office in Atlanta, just a few months after the agency had decided to load Computrace® by Absolute® Software on all of its portable computers, the purchasing arm for the federal government was naturally concerned.

About two weeks after the laptops were reported stolen, the Absolute Monitoring Center captured location information when the thief used one of the laptops to access the Internet. The Absolute Theft Recovery Team then contacted the Federal Protective Service (FPS), which secured a search warrant for the address corresponding to the phone line used by the thief to dial out.

Within 48 hours, FPS officers arrested a man in College Park, Ga., where they found one of the stolen PCs. The man, in turn, led authorities to an accomplice who had eight other stolen PCs in his possession - including the other stolen GSA laptop. As it turned out, the two men ran a ring of PC thieves. As was the case at the GSA's Atlanta office, the men secured temporary contract work, then walked out the door with laptops.

Coincidentally, at about the same time, a third GSA laptop was stolen in an unrelated case. The Absolute Monitoring Center discovered this laptop in Columbia, S.C. The PC was recovered after FBI agents arrested the thief in Charlotte, N.C.

None of the laptops, which cost the GSA between \$3,000 and \$5,000 each, were damaged and the information contained on the hard drives was retrieved intact.

"I'm pleased with the services offered by Absolute, and it's important that we raise awareness about Computrace," said Karen Greenhow, Regional Systems Chief for the GSA. "Laptops can walk away very easily, so we need to make sure our assets are always protected."

### About Absolute Computrace

Absolute Computrace by Absolute Software allows organizations to centrally track and secure their IT assets within a single cloud-based console - the Absolute Customer Center. They can easily identify computers and ultra-portable devices that have gone missing, enforce software policies, and maintain a fleet of optimally running devices. Most importantly, they can remotely invoke preemptive or reactive security measures to safeguard each device and the data it contains.

### About Absolute Software

Absolute Software is the global leader in firmware-embedded persistent endpoint security and management solutions.

We provide organizations with comprehensive visibility and control over all of their endpoints - regardless of user or location. Our customers are able to optimize productivity, reduce operating costs, prove compliance, and remotely secure all of their devices and the corporate data they contain.

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