

⊕ ADD-ON



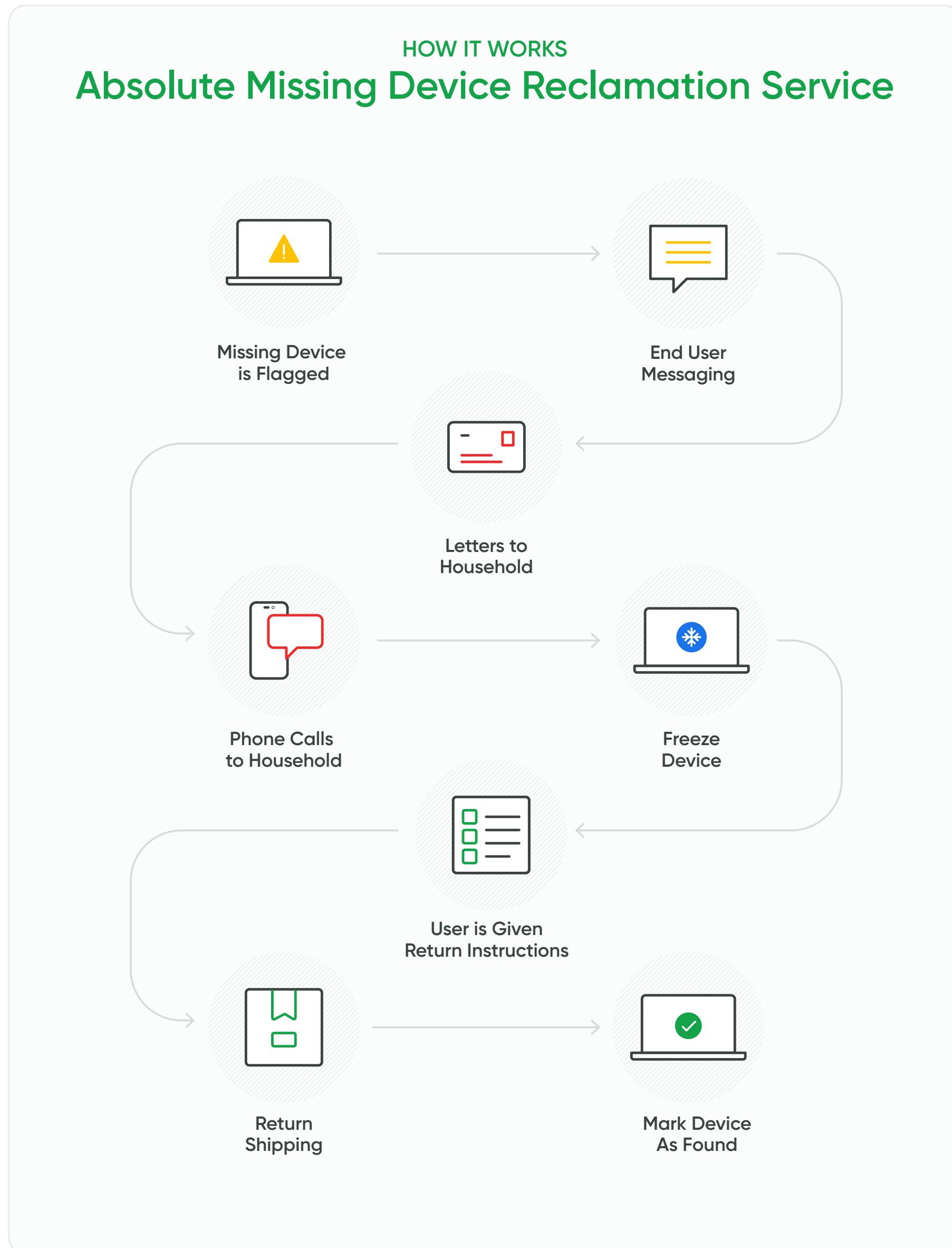
DATA SHEET

# Absolute Missing Device Reclamation Service

Don't Let the Annual Missing  
Device Reclamation Process  
Overwhelm You



In today's work- and learn-from-anywhere era, enterprises and school districts must manage a larger and more mobile device fleet than ever before. This increases the risk of devices being lost or misplaced. And when it comes to collecting these devices at the end of an employee's tenure or at the end of a school year, IT teams often rely on manual inventory tracking tools and outdated processes. In turn, the device collection process can be quite stressful and time-consuming. At the same time, each missing device poses a significant security risk for an organization, resulting in the need for swift and frictionless recovery.



### Streamline Your Device Collection Process

That’s where Absolute® comes into play. The Absolute Missing Device Reclamation Service Add-On includes a team of Absolute reclamation experts to track, locate, and secure devices, including contacting users to get devices back. Through regular communication channels with employees as well as parents and students— combined with the ability to remotely manage, lock, and track a device with Absolute — our experts manage the entire process to minimize device loss and save time for IT teams.

The Absolute Missing Device Reclamation Service runs once per year for all devices licensed and covers the following tasks:

- ✔ **Chasing down non-responsive end users**
  - › Absolute will send end user messages directly to missing customer devices, providing instructions for returning missing devices with appropriate contact information using the Absolute End User Messaging capabilities.
  - › As necessary, Absolute will additionally contact end users of missing devices directly via letter, phone, and email based on named contact info provided by the customer. Users will be given return instructions and contact information.
- ✔ **Rendering missing devices inoperable until found**
  - › At the customer’s approval, the device will be rendered inoperable for the end user by leveraging Absolute Device Freeze. Return and contact information will be provided in the Device Freeze messaging. Absolute’s reclamation experts will update the missing device report on an ongoing basis.
  - › If a missing customer device is identified as stolen, Absolute will coordinate with local law enforcement at customer’s request to perform a stolen device investigation.

### Getting Started

- ✔ The Absolute Missing Device Reclamation Service is either part of the Absolute Resilience for Student Devices product package or available for purchase as an add-on.
- › For the latter, it requires an existing subscription to either the Absolute Visibility, Control, or Resilience service tier. It’s available in North America only.





# **ABSOLUTE**<sup>®</sup>

Trusted by nearly 21,000 customers, Absolute Software is the only provider of self-healing, intelligent security solutions. Embedded in more than 600 million devices, Absolute is the only platform offering a permanent digital connection that intelligently and dynamically applies visibility, control and self-healing capabilities to endpoints, applications, and network connections – helping customers to strengthen cyber resilience against the escalating threat of ransomware and malicious attacks.

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