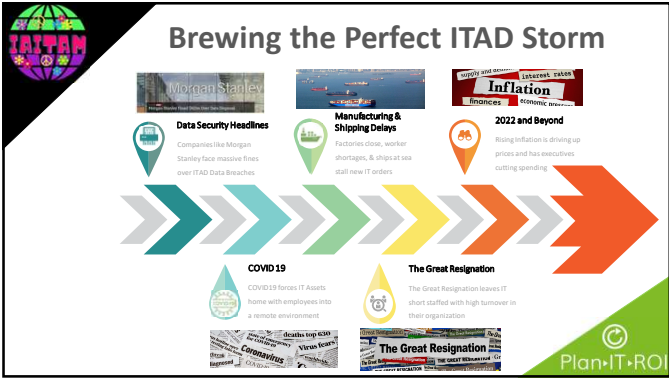




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3

IT Hardware Manager Survival Kit

Learn the **Top 10 Tips** your peers are using to survive and thrive in a Work from Home environment with massive Turnover & Supply Chain Delays.



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IT Asset Managers Survival Guide Tip


1. Data Security

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Too many Data Breaches due to carelessness



1 out of 7
World Population's Data Breached



40%
Used Devices Resold Contained Personally Identifiable Information

"If there ever was a part of life where the saying "what you don't know can't hurt you" is dead wrong, it would be with information technology asset management (ITAM)."


— Dr. Barbara Rembiesa, Founder & President IAITAM

"We know by the ongoing audits we conduct of NAID Certified service providers that when overwriting is properly done, it is a trustworthy and effect process. The problem lies with service providers who are not qualified."


— Robert Johnson, NAID CEO

Breaches Caused By ITAD Providers

- Morgan Stanley Fined \$60m Over Data Disposal
- Insurer Anthem Will Pay Record \$16M for Massive Data Breach
- Neiman Marcus Reaches \$1.5 Million Data Breach Settlement
- British Airways is facing £183 million fine for 2018 data breach
- Marriott Says New Data Breach Affects 5.2 Million Guests
- Capital One Fined \$80 Million Over 2019 Data Breach
- Sabre Reaches \$2.4M Deal with State Attorneys General Over Data Breach
- T-Mobile Discloses Its Fourth Data Breach in 3 Years



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1. Physical Data Security – Policies and Standards?










ITAD



What is your organization's current physical data security retention, destruction policies and standards for office and/or remote workers when they are turning in their device for: upgrade, repair or exiting organization?

For example, if your policy is all data must be destroyed prior to upgrade, repair or exit of employee of your organization, is your policy also on-site Data Erasure or Destruction by an authorized employee and/or outsourced contractor or are you authorized to send it off-site to your ITAD partner for their Data Destruction?


It's important to have a policy that covers both remote and office employees. Your policy drives your options.














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Data Sanitization & Destruction Options



- Hard Drive Erasure**
Hard Drive erasure 1, 3 & 7 pass wipe
- Remote erasure**
Remote erasure of employee's homes or office
- Hard Drive Destruction**
Hard Drive destruction degaussing & shredding
- Loose Media Lockable Bins**
Loose media Lockable bins for on-site at offices



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How to select your Data Sanitizing Partner

SECURE PURPOSE DRIVEN ITAD

Best Practice recommendations from IAITAM, NAID, Gartner:

- ✓ **Data Security Record**
 - ✓ Zero Tolerance for past breaches
- ✓ **Certification Check**
 - ✓ NAID AAA, ISO 27001, Microsoft Authorized Refurbisher
- ✓ **Reports On Demand/Online (365/7/24)**
 - ✓ Realtime Data Destruction Downloadable Reports
- ✓ **Chain Custody Reporting**
 - ✓ A serialized hard drive match to unit for hardware security
- ✓ **Insurance**
 - ✓ Data Security Insurance to cover your organizations needs
- ✓ **Indemnification**
 - ✓ Holds your organization harmless for any data breaches at partner facility



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IT Asset Managers
Survival Guide Tip

2. Work from Home/Hybrid

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2. Work From Home/Hybrid is here to stay

Work from Home Challenges

- Security & Compliance
- Repairs and Maintenance
- All support is virtual
- Remote Monitoring Tracking/Productivity

Changing Hybrid Demographics

- Entry level want to be in an office
- Young families that want to be in an office
- Apartment dwellers want to be in an office
- Those that don't want to be in an office

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Extending the Life through Repairs, Spares, & Hot Swaps

You break it; we fix it.

An OEM certified Refurbisher can repair in and out of warranty products.

- Laptops
- PCs
- Printers
- Tablets
- Smartphones
- Chromebooks
- Servers
- And more

Repairs

When you need us to relieve your backlogs.

Spares

Genuine OEM and high-quality third-party parts.

Hot Swaps

Inventory ready to ship within hours.

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IT Asset Managers
Survival Guide Tip

3. The Great
Resignation

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3. The Great Resignation & High Turnover

Challenges:

- Data Security (what was copied)
- Tracking devices coming from employee homes
- Last In First Out (LIFO)
- Regret (The grass isn't always greener)
- Hiring Less people due to increased employee costs (Salary & Benefits)
- Offshoring Staff to offset increases

More pressure on IT staff to

- Returning IT Assets
- Data Security
- Handle redeployments





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Challenged with Turnover and lack of new IT assets?
Your Solution (Re)Deployments



Redeploy within
your organization



Connect with
Employee to
retrieve devices



Pick-up devices
from Anywhere



Data Sanitize
devices to NIST,
NAD, & DoD
Standard



If necessary,
Repair,
Refurbish &
Recertify



Re-Image
1. Corp Image
2. MAR Image



Ship Direct to
Next User with
Tracking and
Support



Resell/Donate to
Next User



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IT Asset Managers
Survival Guide Tip

4. Short Staffed
in IT

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4. Short staffed in IT

More pressure on IT staff

- Returning IT Assets
- Data Security
- Handle redeployments

Less people going into support functions

Quit rates by industry

A few major sectors, especially service industries like leisure and hospitality, are responsible for most of the high rate of quitting. Most sectors had quit rates in November that were below the average of 3%.

Leisure and hospitality	5.4%
Professional and business services	3.7%
Trade, transportation, and utilities	3.1%

Source: Bureau of Labor Statistics, Bureau of Economic Analysis

The Software Developer Shortage in the US and the Global Tech Talent Shortage in 2022

protocol

The tech worker shortage is about to become an even bigger problem for everyone

How to cope with a shrinking tech talent pool

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4. Add staff specific to help you!

No money in your budget for staff?... Problem solved!
Use your providers ITAD recovery proceeds to pay salaries for your staff members.







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IT Asset Managers
Survival Guide Tip

5. New
Hardware Delays





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5. Delays in getting new hardware

Circumstances Outside Your Control

- RECENT Covid shutdowns manufacturers in China causing further delays to getting new computing devices
- Electric Cars & Appliance taking away much needed manufacturing capacity for chips and lithium-ion batteries
- Logistics and shipping delays
 - Container ships at sea wait to off load
 - Shortage of truck drivers slows deliveries
 - Shortage of containers
 - Hijacking containers






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STOP Waiting...
Get Devices Now

Devices as a Service:
Reliable Devices for Short & Long-Term Needs

Short-term and long-term computer rentals for growing, and uncertain times. In these changing times, organizations need dependable devices to work on while they are waiting for new supply to come in or save money with recertified computing that meets your immediate needs now.





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Your Key Benefits

- Built for Your Budget
- The Right Device For The Job
- Hardware Tailored to Your Personas
- Decrease Your Deployment Time
- Best-in-class Redeployment
- Controlled Lifecycle Management
- No Disposal Burden from Ownership
- Save the Environment with Circular Economy

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IT Asset Managers Survival Guide Tip

6. Environmental Sustainability



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6. Environmental Sustainability – focuses on REUSE

REDUCE REUSE RECYCLE

- ✓ Corporate focus on Sustainability & Circular Economy with a GOAL to Lower Carbon Emissions & REUSE materials
- ✓ EU Policies around REUSE changing, France initiated with many other EU Countries to follow
- ✓ REUSE Social Impact with "Affordable Technology"

How do I show my organization how my ITAD program is making an impact on the Environment, Economy and with a Social impact?




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6. Environmental Sustainability – REUSE Reporting

Insight Into Your Assets through PlanITvision

- PlanITvision provides 24/7 access to data, customization, integration with asset software and reporting on data security, sustainability and the global impact of your devices.
- PlanITvision asset Recovery \$\$\$ and tracking by ZIP Code drop-shipments with Geo, Demo, Psycho Graphics on the exact communities your devices are making an impact.

Social & Environmental Impact Reporting

Your Social & Environmental Impact Reporting

Your Global Environmental Impact

- Data Security, Grading, Weighing
- TAT Stats based on SLA's
- Asset Recovery based on sales channels

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Addressing Global Issues: A Growing Excess of eWaste

E-Waste is causing dangerous conditions to human health and the environment

54 million*
Metric tons of eWaste generated worldwide in 2019

REUSE
Takes the Waste out of eWaste

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*Source: United Nation University

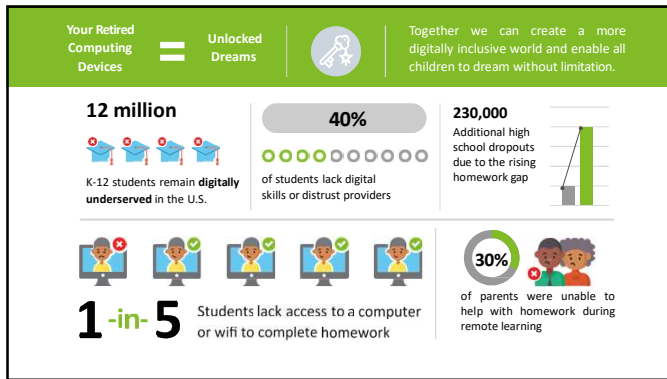
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IT Asset Managers Survival Guide Tip

7. Social Impact

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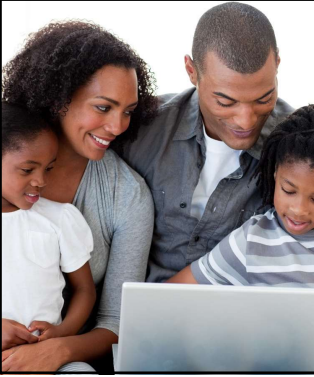
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What's in it for You?

- ✓ Build a digital inclusion program for communities in need of reliable devices to connect for careers, family engagement, and online learning to prosper in the digital age.
- ✓ Give your idle computing devices a second life out of the landfill and into the hands of those in need of reliable technology.

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Survival Guide Tip

8. Diversity & Inclusion

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8. Diversity and Inclusion

- Partnerships with organizations like Take on Race, EveryoneOn and Microsoft are helping us to fulfill our mission to promote digital equality
- Take on Race has raised \$25 million for One Million Connected Devices Now and partnered with leading corporations and community organizations to put one million devices with reliable internet connectivity and tech support in the hands of students.



acer

everyoneon

Microsoft

VISA

TIAA

EY

intel

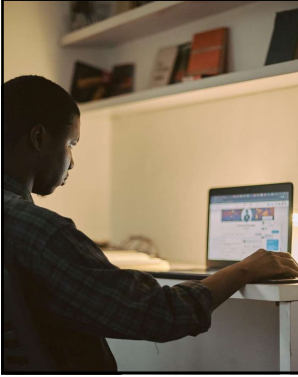
PIVOTAL



TAKE ON RACE

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PlanITROI's Digital Dreams Project is making a big impact in EveryoneOn's program by **donating 800 computers** to each participant.

By the Numbers

- 800 computers donated
- 800 adults will receive training
- Across multiple cities and states:
 - o Atlanta, GA
 - o Bay Area, CA
 - o El Paso, TX
 - o Los Angeles, CA
 - o Jersey City, NJ


Impact

- Our sponsorship means EveryoneOn can provide additional 50+ trainings.

EveryoneOn is launching pop-up computer labs.

Overall impact:

- 1,490 adults trained
- 1,490 computers donated



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Partnership Announcement






PlanITROI, through its social enterprise division **Digital Dreams Project (DDP)**, announced today an agreement with Microsoft, as part of its **Airband Initiative** to provide free and low-cost devices to communities of color in El Paso, Texas and Memphis, Tennessee.



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Graduation Congratulations



PlanITROI, through its social enterprise division **Digital Dreams Project (DDP)**, partnered with Acer and Pivotal to surprise graduating seniors with laptops to continue their studies beyond high school.

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IT Asset Managers
Survival Guide Tip


9. Inflation

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A series of wooden blocks arranged in a staircase pattern, spelling out the word "INFLATION" from bottom-left to top-right.


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9. Combatting Inflation




Record Setting Inflation

Month	Inflation Rate (%)
Apr 2021	4.2
May 2021	5.1
Jun 2021	5.4
Jul 2021	5.4
Aug 2021	5.2
Sep 2021	5.4
Oct 2021	6.1
Nov 2021	6.8
Dec 2021	7.0
Jan 2022	7.5
Feb 2022	7.9
Mar 2022	8.5



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Inflation

- Net positive ITAD Program
- Good system for retrieving valuable devices
- Partner that manages all of your regions to reduce cost
- Partner that practices open book management to see all costs

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IT Asset Managers
Survival Guide Tip

10. Selecting the Right Partner

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A graphic featuring a background of green and yellow binary code (0s and 1s). Overlaid on this is the text "SECURE PURPOSE DRIVEN ITAD" in white, with a padlock icon integrated into the letter 'A' of "ITAD".

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10. Selecting the right partners

<p>Secure ITAD</p> <p>No Employee's data will end up in the wrong hands. 100% Guaranteed. Data security certified to NIST, NAID AAA, ISO 27001 and DoD standards.</p>	<p>People</p> <p>Refurbished and Recertified devices create an affordable option which helps to close the gap on the digital divide.</p>	<p>Planet</p> <p>Reuse of devices provides a significant reduction in E-Waste, effectively taking the "waste" out of E-Waste.</p>	<p>Profit</p> <p>Turn the expense of IT asset disposition into a profit by reselling your retired, idle and excess devices.</p>
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SECURE PURPOSE DRIVEN ITAD

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IT Hardware Manager Survival Kit

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