Slide 1

IAITAM ACE
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Outsourcing Lifecycle Management –
4 Services to Make Your Life Easier

By Alex Esterly, iT1

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Slide 2

Supply Chain Services
- Procurement
- Warehouse, Inventory Management, and Shipping
- Refresh, Renew, Trade-In

Configuration Services
- Imaging, Asset Tagging
- Device Enrollment i.e., Intune, JAMF, etc.
- New Hire Tech Kits
- Onsite Services

Depot Services
- Authorized Warranty Service Provider
- Out of Warranty Device Repair (Break-Fix)
- Deployment / Redeployment

Asset Disposition (ITAD)
- Data Security
- Value Recovery
- Environmental Compliance
- Asset Tracking and Chain of Custody

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Configure & image — End-user Support — Repair & refurbish — Delivery & installation — Order fulfillment — Resale — Recycle — Inventory & Warehouse

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Slide 3

Example: Process

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FINANCE — WAREHOUSE INVENTORY MGMT — CONFIGURE IMAGE — DELIVERY DEPLOYMENT — END USER SUPPORT — REPAIR REFURBISHMENT — ORDER FULFILLMENT — RESALE

PROCUREMENT SOURCING — ASSET TAG — CONFIGURE IMAGE — ONSITE INSTALLATION — LEVEL 1 PHONE SUPPORT — NO FAULT WARRANTY COVERAGE — SHIP TO CUSTOMER — RL – RESALE
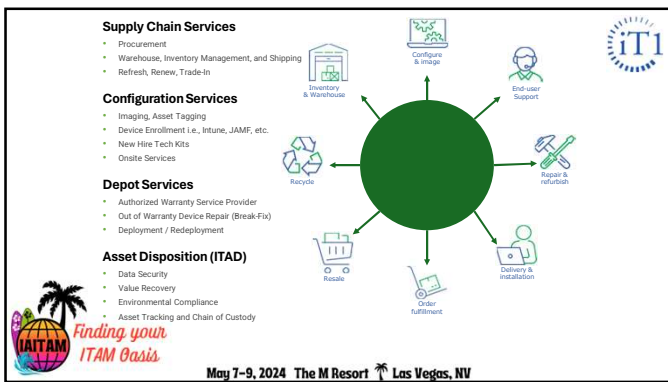
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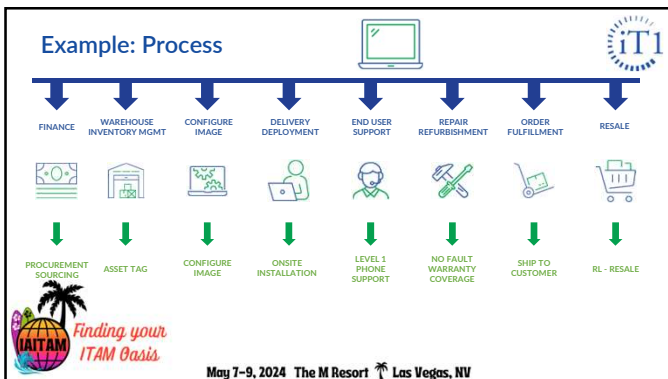
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Supply Chain Services

Maximize efficiency and minimize costs with our optimized supply chain solutions.

- Pricing & Promotions
- Financial Services
- Pre-Sales Support
- Customer Storefronts
- Order Management
- Inventory Management
- Transportation Management

What sets us apart:

Global Reach, Local Touch
We source top-quality tech products globally while providing personalized, local support.

Cutting-Edge Solutions
We curate our offerings to keep your business at the forefront of technology.

Reliable Logistics
Timely deliveries are crucial. We ensure your products reach you securely and on schedule.

Quality Assurance
We prioritize quality to guarantee that the products you receive meet the highest industry standards.

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IT Inventory and Warehouse Management Services

Services:
- End-to-End Device History - serialized and non-serialized assets
- Customer Portal (Single pane of glass)
  - Inventory
  - Order status, tracking, and history
  - Device history
- Device Etching
- Same-Day Shipping

Why Outsource:
- Improve Cash Flow (CapX)
- Reduce Costs (OpX)
- SKU-Level Visibility
- Lifecycle Management
- Safety Stock for Buffer

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IT Freight and Shipping Services

Shipping Services:
- Competitive Rates
- Consolidated Shipments
- Customizable Options
- Global Delivery B2B, B2C, and Residential
- New Hire Technology Kits
- Custom Packaging and Palletization
- QR Codes for Inbound and Outbound Deliveries

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Configuration Services

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Device Program Enrollments
- Autopilot & Intune
- Apple Business Manager
- JAMF, Kandji, KACE etc.

Imaging and Asset Tagging
- Image Build and Deployment
- Device Personalization
- Asset Tag - Devices
- Custom Imaging Solutions

New Hire Technology Kits
- Desktop, Laptop
- Monitors, Docking Station
- Keyboard/Mouse/Headset
- New Hire Gift/Swag
- Shipping and Tracking

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Onsite IT Services

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Business is ever-evolving across sectors like retail, healthcare, banking, and government services. Regardless of whether you manage a single outlet or oversee a widespread enterprise, our services are designed to modernize your infrastructure, offering both time and cost efficiencies.

- Hardware & Office Deployments
- Smart Hands Support
- Store, Office, and Branch Site Assessments
- Inventory Audits
- IMAC - Install, Move, Add, Change
- Break-Fix
- Hard Drive Shredding
- Onsite Data Erasure

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Depot Services & Solutions

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- Collection & Recovery
- Logistics (QR Codes)
- Warehousing
- Advanced Exchange
- Data Recovery & Erasure
- Device Repair
- Refurbishment
- Imaging & Configuration
- Inventory Management
- Deployment / Redeployment

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Benefits of Outsourcing Depot Services

- Remain Focused on Core Competencies
- Direct Access to Depot Expertise
- Reduced Employee Downtime
- Flexibility and Scalability to Meet Future Needs
- Lower Costs and Capital Investments
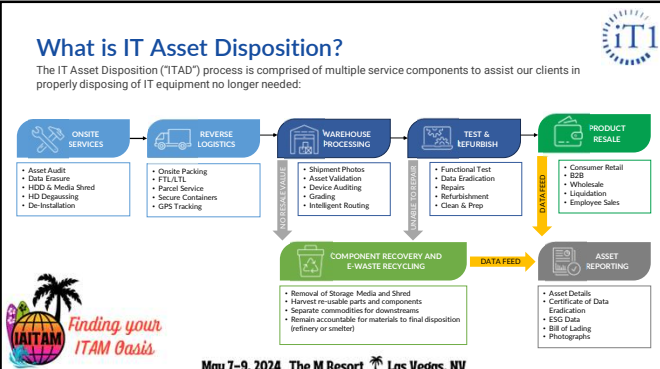- Certified End-of-Life Asset Management

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What is IT Asset Disposition?

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The IT Asset Disposition ("ITAD") process is comprised of multiple service components to assist our clients in properly disposing of IT equipment no longer needed:

ONSITE SERVICES	REVERSE LOGISTICS	WAREHOUSE PROCESSING	TEST & REFURBISH	PRODUCT RESALE
• Asset Audit	• Onsite Packing	• Shipment Photos	• Functional Test	• Consumer Retail
• Data Erasure	• FTL/LTL	• Asset Validation	• Data Eradication	• B2B
• HDD & Media Shred	• Parcel Service	• Device Auditing	• Repairs	• Wholesale
• HD Degaussing	• Secure Containers	• Grading	• Refurbishment	• Liquidation
• De-Installation	• GPS Tracking	• Intelligent Routing	• Clean & Prep	• Employee Sales

NO RESALE VALUE

UNABLE TO REMARKET

DATA FEED

COMPONENT RECOVERY AND E-WASTE RECYCLING	ASSET REPORTING
• Removal of Storage Media and Shred	• Asset Details
• Harvest re-usable parts and components	• Certificate of Data Eradication
• Separate commodities for downstreams	• ESG Data
• Remain accountable for materials to final disposition (refinery or smelter)	• Bill of Lading
	• Photographs

DATA FEED

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Why do Companies Need ITAD?

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By securely managing the disposition of end-of-use IT equipment, companies can safeguard sensitive information, comply with data protection regulations, minimize electronic waste while contributing to sustainability goals, and recouping value through refurbishment and resale of retired assets.

Environmental Stewardship

Brand Protection

Value Recovery

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Data Security: Data Sanitization

Depending on the requirements, either onsite or offsite data sanitization services are available including physical destruction or software overwriting.

ITAD data sanitization complies with NIST security controls and standards which provide a comprehensive framework for the secure destruction of data.

Software wiping is a method to overwrite the data on a storage device with random data. This makes it impossible to recover the original data while keeping the device available for additional use.

For devices that obsolete, fail software overwrite, or non-functional, the drives are physically shredded, rendering the devices unusable and routed for recycling.

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Brand Protection: Risk Mitigation

Data breach costs are comprised of costs related to detection and escalation, notification, post breach response, and lost business.

Multi-million dollar ITAD fine for bank

Average cost of a data breach
Total cost (Global): $4.45M
Total costs (U.S.): $9.48M
Per record cost: $165

SEC: $35M fine
Treasury Department: $60M fine
Client settlement: $68.2M
Total hard costs: $163M+

Top costs by industry
$10.9M – Healthcare
$5.9M – Financial
$4.8M – Pharmaceuticals
$4.8M – Energy
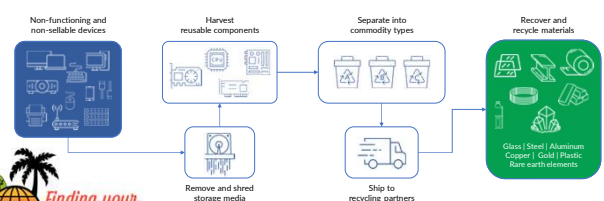$4.7M – Industrial
$4.66M – Technology

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Compliance: E-Waste Recycling

Devices which cannot be resold into the secondary market are disassembled, removing reusable components. The remaining components are then sent to approved recycling partners which extract the materials and recycle them into new products. This process conserves natural resources and reduces pollution while preventing the release of harmful toxins into the environment.

Non-functioning and non-sellable devices

Harvest reusable components

Separate into commodity types

Recover and recycle materials

Remove and shred storage media

Ship to recycling partners

Glass | Steel | Aluminum
Copper | Gold | Plastic
Rare earth elements

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Asset Tracking: Detailed Reporting

Asset tracking and reporting in ITAD is a strategic imperative to maximize the value of your IT investments, mitigate risks, and demonstrate your commitment to corporate social responsibility. By implementing a rigorous asset tracking and reporting system, you gain a comprehensive understanding of what IT assets you have (hardware and software), where they are located, and their current conditions.
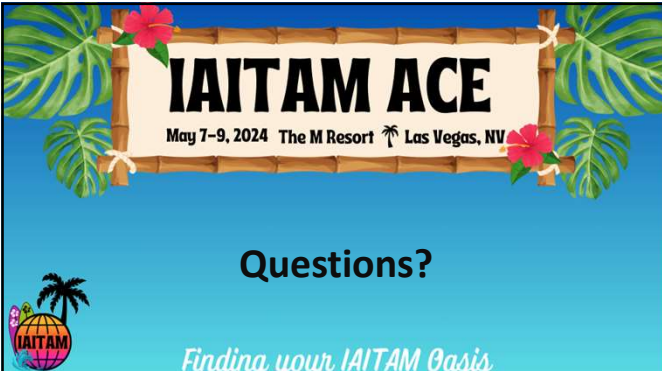
We Provide:

- Asset Verification
- Asset Detail Reporting
- Certificates of Data Erasure
- ESG Reporting

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Questions?

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