

# IAITAM ACE 2025

ITAM - Another Brick In The Wall

## ServiceNow Success: Nelnet & ReturnCenter Winning Strategy for Remote Asset Returns

Steve Andon & David Peterson

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**Steve Andon** is the CEO of Onepak and the creator of ReturnCenter.com. With 25+ years of experience, he is a recognized expert in reverse logistics, sustainability, and the circular economy. A sought-after speaker and industry thought leader, Steve has received multiple awards for entrepreneurship, business growth, and innovation.

**Steve Andon**



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**David Peterson** is the Desktop Support Manager at Nelnet with 11+ years of IT experience. He developed Nelnet's processes for issuing and retrieving computer assets in a remote environment, streamlining workflow productivity. Passionate about process improvement, David focuses on optimizing efficiency and delivering top-tier service for his customers.

**David Peterson**



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# The Nelnet Challenge



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# Developing and Maturing the Nelnet Team



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# The ReturnCenter Solution



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The Impact



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Questions?



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Connect with Me!



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