

IAITAM ACE 2025

ITAM - Another Brick In The Wall

Return to Office Mandates

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Tammy Lesch is the Chief Strategy Officer (CSO) at PlanITROI, where she drives strategies focused on innovation, sustainability, business growth, and a strong company culture. Over her eight years with the company, Tammy has held key leadership roles, including Chief Human Resources Officer (CHRO), and has been instrumental in positioning PlanITROI as a leader in IT Asset Disposition (ITAD) and circular economy solutions.

With a diverse background in strategic planning, talent development, and operational excellence across various industries, Tammy brings a people-first approach to leadership. She is responsible for fostering and evolving PlanITROI's culture, ensuring that the company's values and mission are deeply embedded in its daily operations. Her work supports PlanITROI's mission to "Change Lives with Affordable Technology" while aligning business objectives with environmental sustainability, helping to create a more responsible and impactful future for IT asset management.

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PlanITROI: Bridging the Digital Divide

Since 2001, PlanITROI has been at the forefront of closing the digital divide by repurposing affordable technology from our clients' retired IT assets. Our commitment to 100% data security ensures that organizations achieve their critical Environmental Social Governance (ESG) and Corporate Social Responsibility (CSR) goals while maximizing the value of their assets.

Our Journey: Pioneering Excellence

Early Days: We began by addressing the complex data security requirements of the Department of Defense and Panasonic Toughbooks. Our unwavering focus on safeguarding sensitive information set us apart.

ESG Leadership: In 2011, we took a bold step into the ESG landscape. By integrating sustainability practices, we not only benefited our clients but also contributed to a greener planet.

Retail Recovery: Recognizing the evolving needs of the industry, we swiftly transitioned into retail asset recovery. Our expertise in refurbishing and reselling IT assets became a game-changer.

AI Innovation: Today, we lead the way by harnessing the power of artificial intelligence (AI). Our cutting-edge solutions optimize asset recovery, reduce waste, and drive sustainable practices.

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Understanding Return-to-Office Mandates

What is RTO?

- Corporate policies requiring employees to return to physical office spaces after extended remote work periods

Why are Companies Implementing RTO?

- Workplace collaboration, real estate utilization, post-COVID transitions, and management preferences




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The RTO Shift is Happening

87% of companies will return-to-office by 2025 and 64% say they already have




* Based on a survey of 764 companies from resumebuilder.com



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The Employee Response to RTO

14% increase in quit rates for high-value workers post-RTO mandates


* From 2020-23 ITPro.com

28% of remote workers consider leaving if forced back into the office full-time

* Bamboo HR Study




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The Employee Emotional Response to RTO



Common Reasons Why Employees Want Remote Work:

1. Childcare
2. Commuting stress
3. Work/life balance
4. More control over workday
5. No clear reason to work in-person

* Upwork.com study

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The RTO Landscape – A Business Challenge

What's the Issue?

- Companies are primarily focused on logistics but ignore IT asset displacement
- The RTO push means companies must manage thousands of IT assets that were distributed during the remote work boom



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IT Assets in the Remote Work Era


- Companies rapidly equipped remote workers with IT assets in 2020-21
- IT teams deployed thousands of laptops, desktops, monitors, and accessories
- Many organizations lacked proper tracking for these devices




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What Happens to IT Assets in RTO?




Potential Outcomes of RTO

- **Lost:** Employees never return devices
- **Underutilized:** Devices sit idle, taking up budget space
- **Security Risk:** Unmanaged assets create data breach vulnerabilities
- **Financial Waste:** IT departments repurchase instead of repurpose



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How Do Companies Act On Lost Devices?

- 61% of HR workers who witnessed an exiting employee not return company equipment say their employer threatened criminal or legal action
- 48% say the company filed a police report
- 21% sued the employee in civil court



*All statistics from Capgemini's 2022 study



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The Circular Economy Opportunity in ITAD

Rather Than Letting Devices Sit Idle, Companies Can:

- Reduce e-waste by extending device lifespan
- Save money via resale and redeployment
- Support ESG goals and sustainability commitments
- Support nonprofits through donating devices







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Financial Impacts of RTO for IT Assets




Financial Risks


- Lost Devices = Direct Financial Loss
- Unnecessary Repurchases
- Asset Depreciation



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Security and Compliance Risks of Unreturned IT Assets



Unmanaged IT Assets = Security Vulnerabilities


- Former employees with corporate laptops = data breach risk
- Sensitive data on untracked devices can be exploited
- Regulatory violations if data isn't wiped



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Visualizing a Company's IT Asset Crisis

Scenario: A company deployed 3,000 laptops for remote workers


After RTO:

- 900 units remain missing
- 40% of returned devices are underutilized
- The company spends \$2 million on new IT purchases




1. How would you address this?
2. And what could have been done to prevent this?

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The Role of ITAD in RTO Success

- **Reclaim** assets efficiently
- **Secure** data to prevent breaches
- **Optimize** redeployment or resale

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How Can Companies Take Control?

- **71% of employees don't return company equipment**
* In a 2022 study from Capterra's Employee Offboarding Survey




**Integrate IT Lifecycle Solution
Companies to Manage IT Assets**



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Best Practices for ITAD in RTO

Conduct an IT Asset Audit

- Identify all remote IT assets
- Categorize by status: in-use, lost, underutilized, end-of-life
- Use automated tracking solution for real-time visibility

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Best Practices for ITAD in RTO

Create a Clear IT Asset Return Process

- Provide employees with standard return instructions
- Implement incentives or accountability measures
- Track and enforce return deadlines



If employees don't know how, or why, to return devices, you'll never recover them

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Best Practices for ITAD in RTO

Implement Tracking and Enforcement Measures

- Tag every device
- Use ITAM software to monitor locations
- Set automatic reminders for unreturned assets
- Hold departments accountable for missing assets




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Best Practices for ITAD in RTO




Decide: Redeploy, Resell, Donate, or Recycle

- Redeploy devices that still have value
- Resell assets in secondary markets to recapture value
- Donate devices to nonprofits
- Recycle responsibly to meet sustainability goals

Not all IT assets are equal – some should be reused, some can be donated, others should be sold, and some need proper disposal

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Discussion Questions

What is Your Process?

- How does your company handle IT asset returns?
- Are devices tracked efficiently in your organization?




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Rate Your Organization's ITAM/ITAD Practices



- ☐ We have a clear plan for tracking & recovering remote IT assets
- ☐ We have an ITAD strategy for redeployment, resale, and recycling
- ☐ We monitor IT asset security & compliance in RTO transitions
- ☐ We are aligned with sustainability goals in IT lifecycle decisions



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Key Takeaways




- Return-to-office is a reality for most, is your organization prepared for the hidden IT asset challenges that these mandates bring?
- A structured IT asset return & recovery plan is essential
- ITAD strategies help cut costs, improve compliance, and boost sustainability



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Call to Action


1. Conduct an IT asset audit to track all deployed remote devices
2. Develop a structured IT asset return process with clear guidelines
3. Implement IT asset tracking software for real-time visibility
4. Partner with ITAD-certified vendors for secure data wiping and resale
5. Align ITAD strategies with corporate sustainability and ESG goals




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Q&A – What Are Your Questions?



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