

IAITAM ACE 2025

ITAM - Another Brick In The Wall

**The Partnership Playbook: A Guide to Cultivating
Mutual Trust and Value**





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Today's Agenda

- Who is Dynamic Lifecycle Innovations?
- FedEx's IT Asset Disposition Program, Process & Statistics
- Vendor Selection Criteria & Priorities from ITAD RFP
- Key Pillars to Cultivating a Successful ITAD Partnership (RFP to Service Proficiency)
- 18 Month ITAD Program Performance Overview
- Question/Answer



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Who is Dynamic Lifecycle Innovations?



PHYSICAL LOCATION

Nashville, TN
Onalaska, WI



OWNERSHIP

Privately Owned



INCEPTION DATE

January 1st, 2007

2023 Revenue

\$84.4M

of Industry Certifications

7

(R2v3, NAID, E-Stewards)



of Employees

325

of Corporate Clients

475



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FedEx's ITAD Process & Statistics

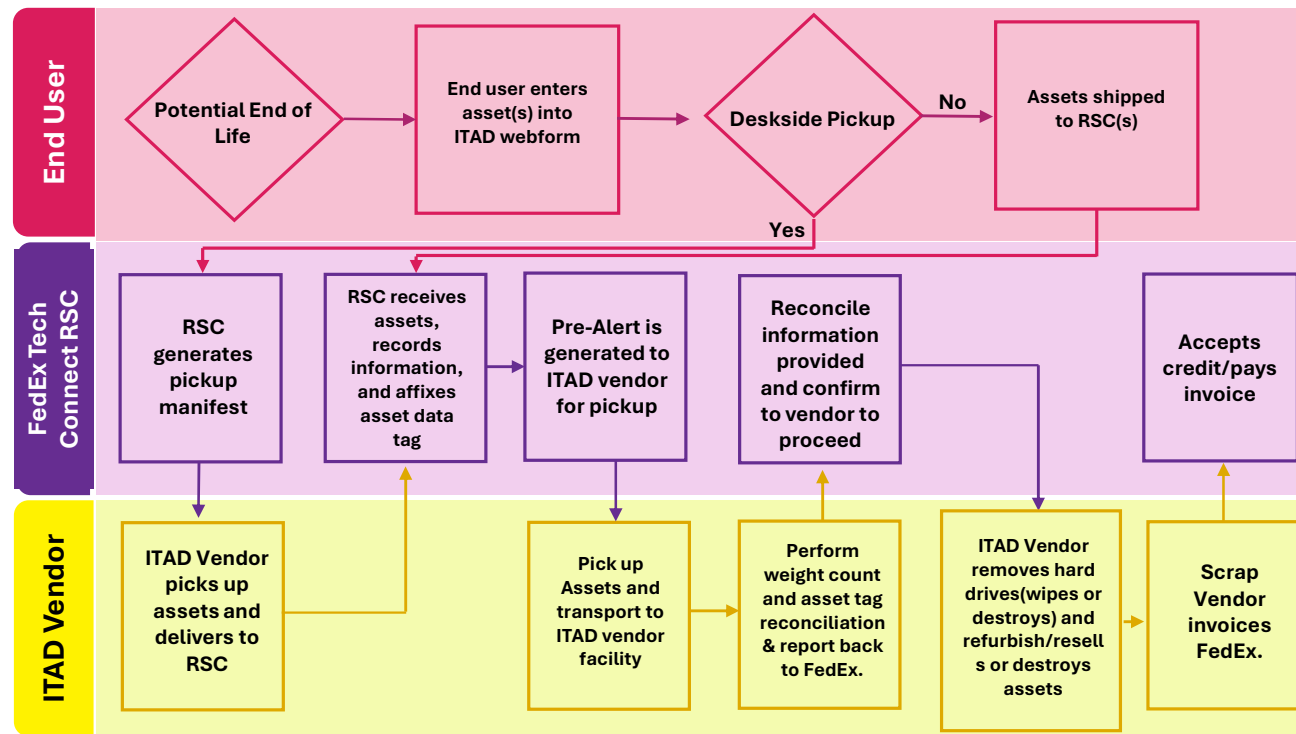
56 pallets of equipment disposed weekly.

Average of 100+ ITAD pick-up per year.

1.9M lbs. of equipment disposed annually.

Devices In Scope:

- Workstation
- Networking/Server
- Mobility (Scanners, Phones, Tablets)
- Telephony



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FedEx's ITAD RFP: Vendor Evaluation Criteria & Priorities

- ✓ Risk Mitigation & Data Security
- ✓ Environmental Protection & Sustainability
- ✓ Return on Investment
- ✓ Device Processing & Throughput (Capacity)
- ✓ Expedited processing of 1,000 pallet backlog from previous vendor.
- ✓ Facility Efficiency, Cleanliness & Security
- ✓ Vendor Capabilities to Perform Deskside Pick-Ups from Memphis Area FDX Locations.



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Pillar #1: Transparency (RFP Content & Vendor Evaluations)

RFP Scope & Content

- More Detailed Data = More Aggressive & Accurate Proposals
 - Device Detail, Locations, Pick-Up Frequency, Volumes, SLA's
- Leverage Q/A to obtain or clarify unknowns
- Allow for additional supporting documentation to be submitted.
- Be open minded to alternative pricing proposals or suggested pricing scenarios.

Vendor Evaluations:

- Go Beyond the Proposal! Visit your “Finalist Vendors” facilities before award.
- Allow time for further Q/A from both parties.
- Require presentations of reporting capabilities, portal functionality, SLA's, resale price points.
- Request vendor to walkthrough pricing proposed.



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Pillar #2: Collaboration (Preparation for Service Go-Live)

Require a Service Implementation Plan

- Who, What, When for all major milestones expected of both parties prior to go-live.

Establish a Reoccurring Meeting Cadence

- Both parties identify deliverables needed prior to go-live.
- Communicate progress and/or setbacks related to deliverables.
- Create environment where strategies and solutions are shared openly.
- Conduct settlement and reporting demonstration (dry-run)

Visit Client Facilities In Scope:

- Know before you go (storage areas, equipment in queue, facility access, etc.)



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Pillar #3: Adaptability (Equipment Backlog from Previous Vendor)

Challenge:

- Previous Vendor was Terminated
- Resulting in 1,200 pallet backlog
- Reduced FDX operational efficiency

Approach:

- On-Site Equipment Evaluation Performed
- Specific SLA's assigned to backlog and clear out.
- Weekly meeting cadence established to track progress

Outcome:

- Backlog resolved in less than 6 months (Ahead of Schedule)
- \$1.1M in resale revenue shared.



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Pillar #4: Consistency (Service Excellence)

Conduct Regular Business Reviews

- Performance to SLA's
- Industry Trends & Impact on ROI
- Present new value-added solutions
- Provide service experience feedback (good, bad, ugly)

Maintain “Check-In” Meetings

- Service Quality Pulse Check
- Upcoming Projects, Impacts to Business, M&A's.
- Reporting Discrepancies

Conduct Annual On-Site Audits of Vendor Facilities



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Pillar #5: Continuous Improvement (Sustained Success)

Achieved Mutual Understanding of Business Needs & Goals

- Bilateral feedback to improve processes and create solutions.
- Cultivated “think tank” for developing value added services to support evolving business needs of either party.
- Strong rapport between stakeholders to allow for seamless collaboration on conflict resolutions and/or solutions innovation.
- Proactive reporting enhancements to that drive impactful insights which support effective decision making.



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Pillar #6: Scalability & Growth Potential (Longevity)

One FedEx Initiative:

- Consolidation of operating companies into one organization.

Relationship Impacts:

- Increased volumes across all device types to align refresh cycles.
- Additional pick-up locations and logistics requirements.
- Further customization of current reporting capabilities

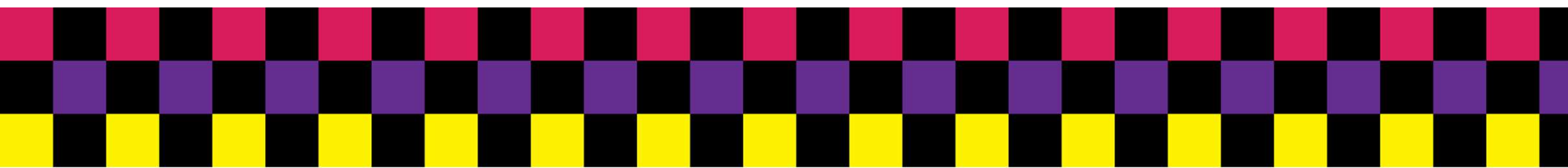
Vendor Readiness:

- Available capacity allows for intake of additional volumes.
- Versatile logistics solutions to accommodate site specific requirements.
- Demonstration of reporting versatility to align with future needs.
- Resale market evaluations for high volume device-specific refreshes.




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18 Month ITAD Program Performance Overview

	Assets Remarketed (qty.)	40,100
	Total Material Processed (lbs.)	3,364,750 lbs.
	Orders Settled	179
	Locations Serviced	2
	Remarketing Revenue Returned	\$3,490,000.00



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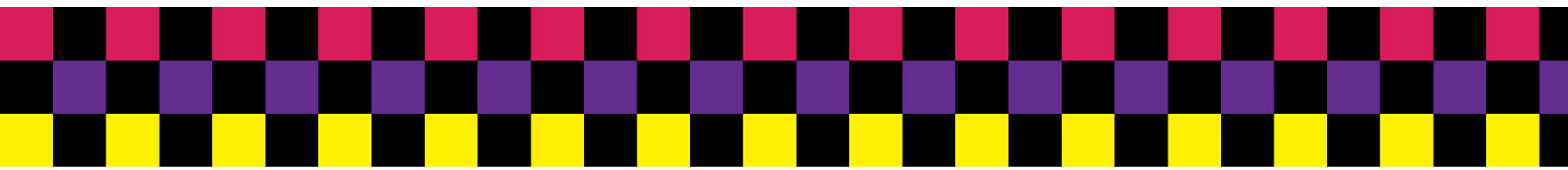
Key Takeaways to Cultivating a Successful ITAD Partnership

Transparency	More Detailed Data = More Accurate Proposals
Collaboration	Create a Road Map to Success
Adaptability	Communication Maintains the Partnership
Consistency	Establishing a Meeting Cadence Solves Problems Early
Continuous Improvement	Mutual Business Understanding Leads to Sustained Success
Scalability	Timely Reporting and Planning Builds Business Opportunities



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Questions?



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