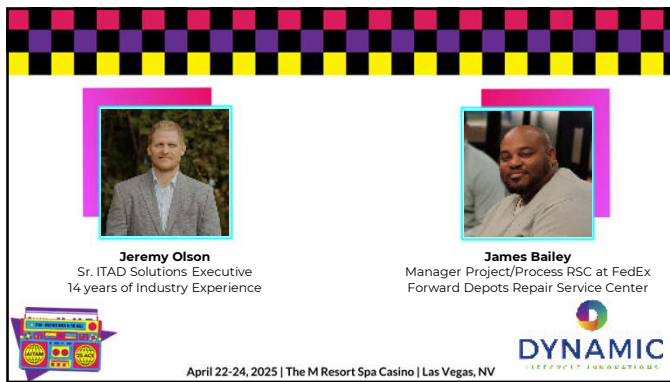
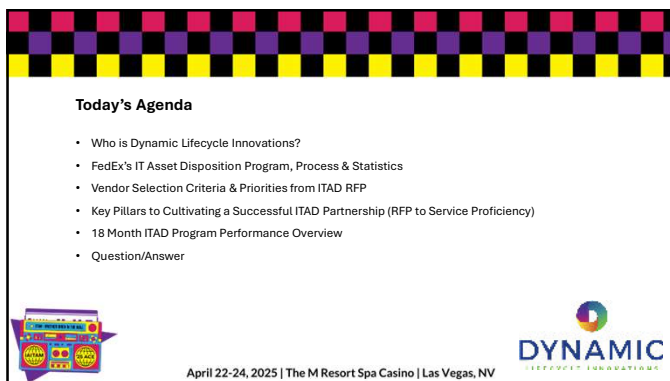



1





2




3



**PHYSICAL LOCATION**
Nashville, TN
Onalaska, WI

**OWNERSHIP**
Privately Owned


**INCEPTION DATE**
January 1st, 2007

2023 Revenue
\$84.4M

of Employees
325

of Industry Certifications
7
(R2v3, NAID, E-Stewards)

of Corporate Clients
475

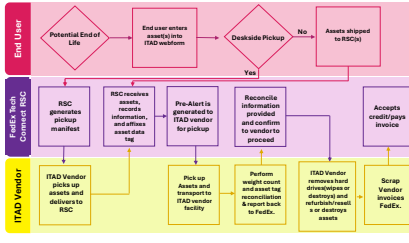


April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV

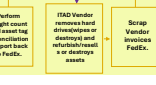
4

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



```
graph TD
    subgraph End_User [End User]
        A[Potential End of Life] --> B[End user enters assets into ITAD workflow]
        B --> C{Deskside Pickup}
        C -- No --> D[Assets shipped to RSC(s)]
        C -- Yes --> E[RSC receives assets, records information and affixes asset data tag]
    end
    subgraph FedEx_RSC [FedEx Tech Connect RSC]
        E --> F[RSC generates pickup manifest]
        F --> G[Pro-Alert is generated to ITAD vendor for pickup]
        G --> H[Reconcile information provided and confirm to vendor to proceed]
        H --> I[Accepts credit/paper invoice]
    end
    subgraph ITAD_Vendor [ITAD Vendor]
        J[ITAD Vendor picks up assets and delivers to RSC] --> K[Pick up Assets and transport to ITAD vendor facility]
        K --> L[Perform weight count and asset tag reconciliation & report back to FedEx]
        L --> M[ITAD Vendor removes hard drive/memory or destroys and refurbishes assets]
        M --> N[Scrap Vendor invoices FedEx]
    end
    D --> J
    I --> N
```




April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV

5

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.



April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV

6



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.



April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV

7

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.)



April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV

8

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.



April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV

9



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




April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV



10



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.




April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV



11



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.




April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV



12



Connect with Me!



Jeremy: 615-756-5244
James: 901-488-2309



Jeremy: Jolson@thinkdynamic.com
James: James.Bailey@fedex.com



<https://www.linkedin.com/in/jeremyolson86/>



April 22-24, 2025 | The M Resort Spa Casino | Las Vegas, NV
