

IAITAM ACE 2025

ITAM - Another Brick In The Wall

Return to Office: ITAD Implications

Presented by: Brian Wahoff, Senior Vice President & Chief Information Officer, CSI Leasing





Brian Wahoff
Chief Information Officer

Speaker Biography

Brian was named CIO of CSI Leasing in 2023. As CIO, Brian oversees all IT operations, including infrastructure, information security, application development and the data warehouse.

Prior to, he spent 27 years at EPC, CSI Leasing's wholly-owned subsidiary, where he most recently held the role of chief technology officer. During this time, Brian developed and was later lead architect on EPC's IT asset disposition (ITAD) system, linvision, created and maintained EPC's SecureTrack data handling processes, and designed EPC's information security program. He regularly speaks at information security and ITAD conferences and is considered a data destruction subject matter expert. Brian is a certified ethical hacker and has trained in forensic information gathering/management.



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Examine the Current Work Environment

Challenges Returning to Office

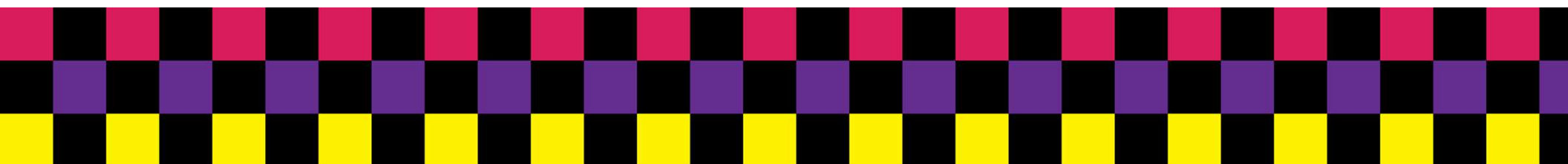
Best Practices for Managing Equipment

Wrap-Up & Questions



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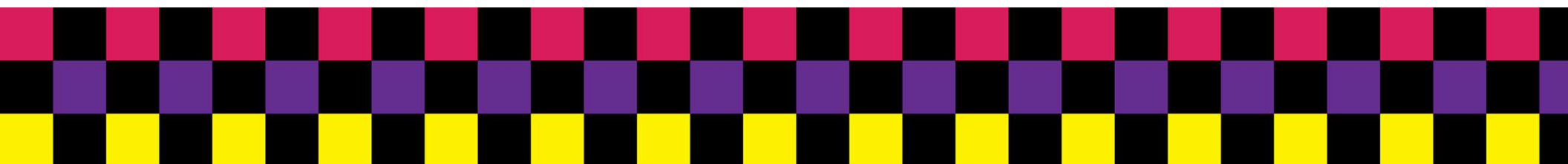
Meet Peter

- Senior Director of Asset Management
- Works at ABC Company with 1,000 employees
- During the pandemic, his team deployed over 3,000 pieces of equipment to accommodate work-from-home on top of the scheduled refresh cycles
- Executives have implemented a return to office requiring a minimum of 3 days



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Planning for the Future

As an asset manager, what are some hurdles you foresee with return to office policies?



Employee turnover



Logistics of new and old equipment



Possible taxation and/or rising costs



Data security of retired assets



Consistency across locations



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Increased Employee Turnover

New research indicates organizations that flex their RTO muscles often lose their most valuable and difficult to replace employees.

According to Gallup, **55% of workers are willing to leave a job if forced to return to the office full-time**. Many employees value flexibility over rigid work structures.

These departures are not just numerical losses but also qualitative ones, affecting team dynamics, institutional knowledge, and overall performance.



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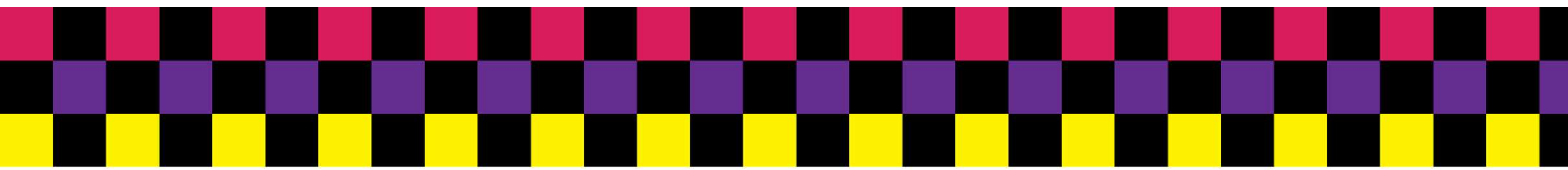




RTO is coming faster than you think...

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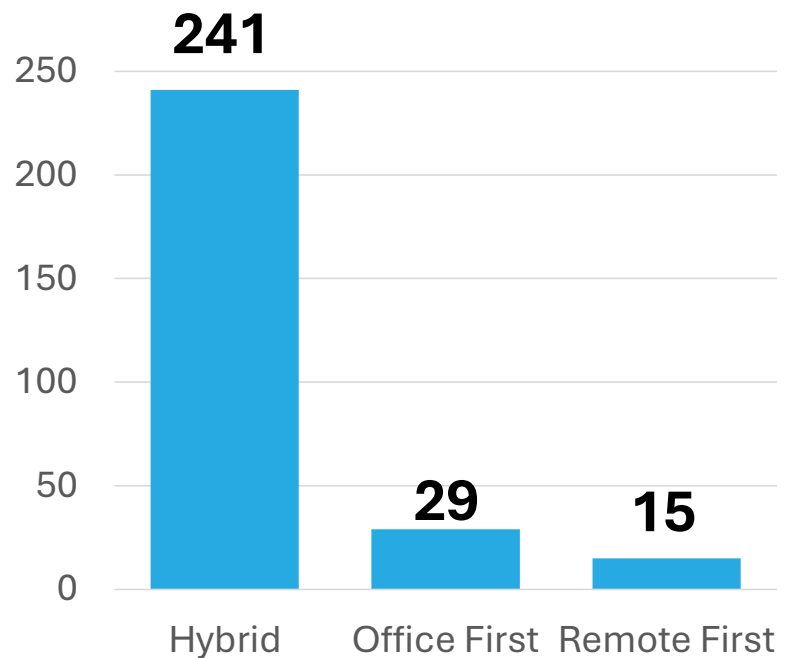




Fortune 500 Return to Office Workplace Policies

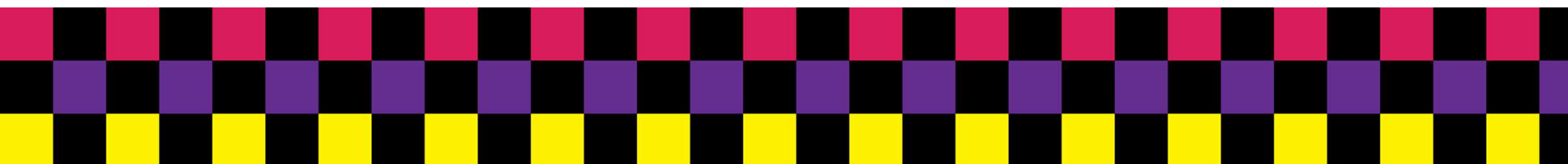
57% of the Fortune 500 have publicly stated a workplace policy.

~95% of Fortune 500 companies with a public workplace policy operate on either a hybrid or office first workplace policy.



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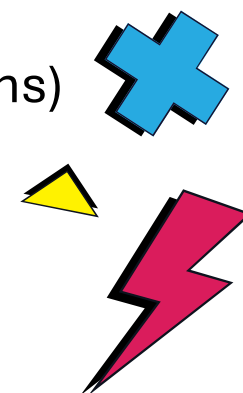




New Hardware Demands

Your office space may look different these days, in fact, **45% of companies have reduced their office space since 2020**. This has resulted in:

- Different IT requirements for a hybrid workforce (laptops vs. workstations)
- Desk sharing / hot desking / hoteling
- Video conference rooms
- Hybrid cloud computing
- AI capable equipment



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Shifts in Procurement

- Possible taxation and/or rising costs
- Deployment and imaging of new equipment
- Potential chip shortage due to reduced supply of key minerals
- Impact to refresh cycles (centralized, self-service, BYOD)

Common Procurement Methods

Leasing

Purchase

Trade-in Programs



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Enhanced ITAD Criteria

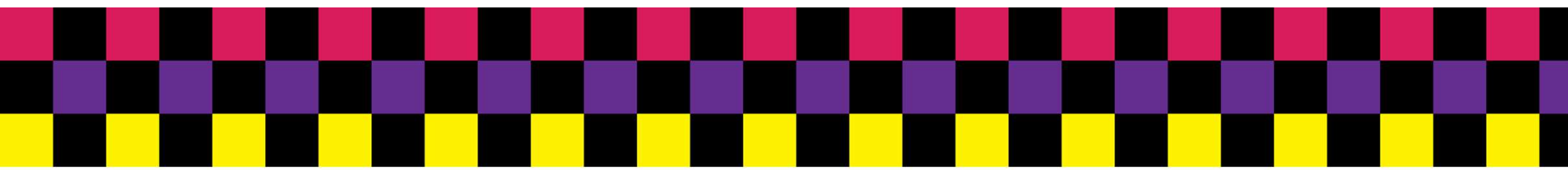
Nowadays, organizations are implementing stricter criteria at the end of life.

- Increased data security protocols
- Environmental initiatives
- Certified and documented processes
- Consistency across numerous locations



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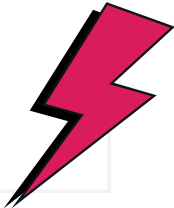
Options for Managing Returned Equipment

Refurbish
and
Redeploy

Recycling

Employee
Purchase
Programs

Donate





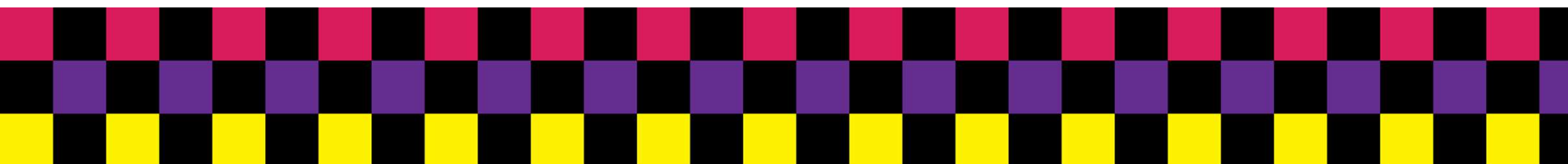
Costs of Logistics and ITAD Services Increasing

- Due to the surge in asset retirements, this may lead to higher costs and lead times for secure disposal and refurbishment services.
- Organizations might need to negotiate contracts with ITAD providers to handle increased volumes efficiently.
- Compare the costs of repair/refurbishment with new equipment and budget plans.



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Increased Complexity in Asset Recovery & Redeployment

- Remote employees often have IT assets that are now misaligned with office needs.
- IT teams must assess which assets can be redeployed, which should be stored for future use, and which must be decommissioned.
- Logistics challenges arise in collecting and processing assets from employees' homes.



According to the US Career Institute, it has been predicted that by the end of 2025, up to 14% of the adult population in the U.S. will have remote work from home jobs.



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Managing e-Waste and its Impact on ESG

- Environmental, social and governance goals continue to play an important role in how an organization chooses to tackle equipment at the end-of-life.
- Dealing with the extra equipment provisioned during COVID.
- Developing a structured process to handle surplus equipment.
- Certified recycling initiatives are becoming more prevalent.



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Alternative End of Life Options

Employee Sales

Give your local community a chance to purchase the used equipment at affordable prices with employee or student purchase programs.

Donation

Once equipment is wiped and ready for reuse, donate your equipment to a number of charities either in the U.S. or around the world.



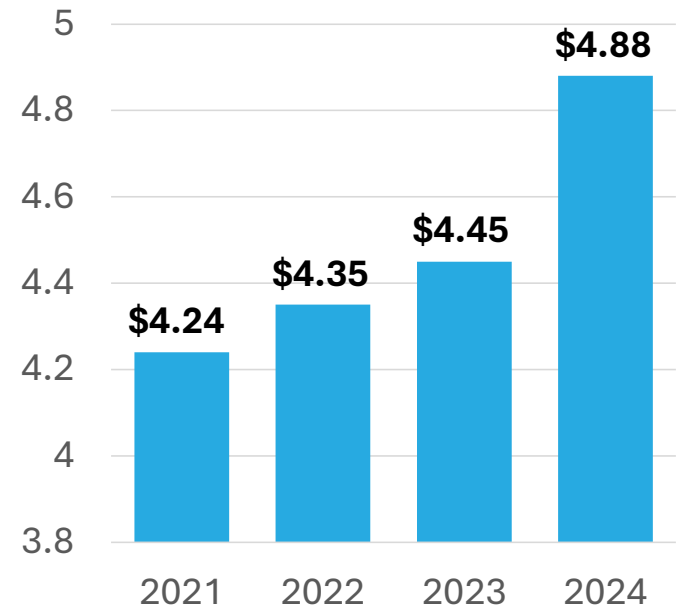
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Security and Compliance

- Need a robust process of data sanitization that can accommodate a wide variety of equipment for processing.
- Ensuring downstream service providers are staying compliant (NIST 800-88, R2, e-Stewards).
- Data security risk for assets in transit (on-site solutions).

Costs of data breaches
(in millions)



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Let's Take This Globally

If your organization crosses borders, there are important factors to keep in mind:

- Certifications vary by country, it's important to understand local laws.
- If a third-party is required, ensure they maintain the same level of service as your primary provider.
- Utilize a provider with a self ship solution for remote and hybrid employees.



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Top 5 Qualities for an ITAD Vendor

With an increase in equipment being sent back to your IT team, it's important to develop a framework with a qualified vendor to alleviate increased workloads.



Aligns with your footprint

Holds the required certifications

Meets data security requirements

Asset tracking with documentation

Flexible logistics solution

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What would Peter do?

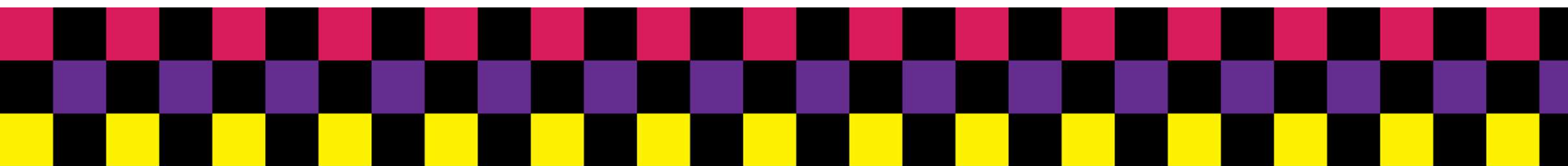
With his company's strict security requirements, Ryan chose a certified ITAD provider with a self-ship solution for all devices over 3 years old. These devices were either remarketed or recycled.

Newer devices were sent to be sanitized, imaged and warehoused by the ITAD company for future redeployment.



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Questions?



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