Global Transformation Project

The Client

An industry leading, global company that provides consumer products in the areas of pharmaceuticals, cleaning supplies, personal care, and pet supplies.

The Challenge

Our client, an international IT services company, was in the process of conducting a global transformation project for their customer, one of the world's leading producers of consumer products. The two key goals of this project were to perform a complete refresh of all of their telecom and networking equipment, ensuring that all proprietary company data is securely sanitized in the process, and efficiently completing the lease end return process for the assets they did not own.

Their customer, concerned with the data security of sensitive company information, needed assurance that a process would be implemented to protect the integrity of their data. Another major concern for their customer was having their image sullied by an environmental mishap where they were exposed for not safely and responsibly disposing of their electronic assets.

Our client needed to provide an exemplary service to their customer, and they were aware that this project was outside of their direct service offering.

The Solution

EquipNet Technology Solutions

The Result

They selected EquipNet as the asset recovery vendor, and we provided the following benefits through our Technology Solutions Services:

- Provided absolute data security assurance. EquipNet's Technology Solutions Team coordinated the data sanitizing of all assets by resetting all assets back to the original factory settings, providing the associated audit trail and certifications to assure absolute data security.

- Ensured that all assets with no residual value were properly recycled. EquipNet, an e-Stewards enterprise, environmentally recycled all assets that did not possess residual value with an ISO 14001 environmental recycler. As an e-Stewards Enterprise, EquipNet agrees to always make best efforts to work with certified e-Stewards recyclers, ensuring that its clients' e-waste does not contribute to the global toxic waste crisis. E-Stewards recyclers undergo a professional audit every year to guarantee they do not export hazardous recycling byproducts to developing countries, use US prison labor, or dump in municipal landfills while ensuring that private data is kept secure and that the operations protect both workers and the environment everywhere.

- Coordinated the return of all leased assets. EquipNet managed the lease-end return process, strictly adhering to the provided return requirements, prohibiting any financial penalties for the lessee.

- Provided complete project transparency. EquipNet's Technology Solutions Team inventoried all of our client's assets and entered the data into our proprietary asset management system, IT ARMS™. This online platform provided all environmental certifications, and access to 24/7 web-based oversight to our client, allowing them to track, manage, and audit all EquipNet activity to ensure that their customer's objectives were being met.

- Remarketed assets with residual value. EquipNet's Technology Solutions team performed a residual value determination on all assets logged into the asset registry on IT ARMS™ and separated assets into two categories, saleable and non-saleable. All saleable assets were remarketed through EquipNet's Technology Solutions' various sales channels in order to obtain maximized returns.

- Provided continued dedicated service. This Global transformation project is ongoing, but to date, EquipNet is helping our client upgrade electronic assets in over 75 different countries around the world. The value EquipNet has added to this process has helped both our client and their customer to successfully manage a multinational project while mitigating any liability or risk.