Client Asset Recovery Case Study

Client

When The ITAD Works met our client, a major UK retail bank, they had just had suffered an embarrassing and expensive data security breach. As an FSA regulated organisation with a valuable public profile they were forced look very closely at the risk management processes they had in place in all areas of their business.

They recognised that the quality of their incumbent IT asset management processes were poor. Disposition reporting was inaccurate and inconsistent, and the process was expensive as they were receiving no value return from their retired assets. So our client went to Tender looking for a supplier who could safeguard them with guaranteed and auditable asset management processes, while achieving a greater return on their IT investment.

Challenges

With 25,000 employees across 750 locations and total assets worth £202bn, The ITAD Works recognised that our client would need a solution that could track and verify the disposition of its assets at every stage gate – from collection through to data destruction - on a large scale, and without any compromise to accuracy. To keep costs low the ideal solution would also need to return the highest revenue possible from the assets resale. Therefore, the residual value of each asset also needed to be protected.

The ITAD Works automated control system, coupled with our value-centric approach to disposition management, was the ideal solution.

Solution

The ITAD Works began by implementing a high security logistics service which includes automated reconciliation of assets, by serial number, at every stage gate. This delivers a complete and reportable secure chain of custody for all assets. Asset handling is managed by our in-house technical logistics teams who are specifically trained in protecting asset value throughout the movement process.

Processing each asset via our proprietary central control systems gives our client complete visibility of the status and value of each of their assets in real time and ensuring auditable compliance.

The ITAD Works Delivered

- Accurate and transparent asset tracking and processing to measured SLAs
- Reduction in net processing cost per asset of 55%
- Certified data sanitization reporting at granular level – indemnified to £7M
- 60% of assets processed have been resold generating £1.4M in sales
- Over 80,000 assets processed - no discrepancies, no assets lost, no data-breach

BETTER ASSET VALUE, NO RISK, COMPLETE CONTROL...ITAD WORKS