



# Bristol City Council CSR Case Study

## Client

Our client, Bristol City Council, wanted to increase its support of low-income and underprivileged households by helping them gain access to the internet within the home. The Council wanted to launch a computer re-use scheme, donating their retired desktop estate into the community. They needed a service partner who could help them refurbish, and re-distribute their retired desktop assets with a high standard of quality without any risks of data leakage.

## Challenges

The scheme was announced with much publicity and very quickly a waiting list of qualifying applicants was established. Demand was higher than supply so it was important that equipment was made available quickly. For the scheme to be successful the equipment needed to be ready to go “out-of-the-box”. This required software to be provided and pre-installed before distribution. Funding was extremely tight – there was no budget for new software or new equipment.

## Solution

The ITAD Works worked with the council to develop a deployment plan based on their forecasted desktop refresh activity. Decommissioned desktops were recovered, tested, data erased, re-manufactured, re-imaged and made available to the community within 15 day cycle.

The ITAD Works leveraged its Microsoft partnership status to purchase and deploy Windows XP, Office and anti-virus software for less than £10 per desktop.

Refurbished, used peripherals such as monitors, keyboards and mice were supplied on-demand by The ITAD Works to keep the program active. All equipment was shipped in new boxes complete with user instructions and our 6 month warranty.

## The ITAD Works Delivered

- Over 1,500 households have successfully received PC's to date
- Capital procurement offset of £720,000 compared to the cost of donating new equipment
- Accurate and transparent asset management, processing and distribution to agreed SLAs
- A comprehensive data security program to indemnify the authority against data leakage
- Access to Microsoft's Digital Skills for the Community program
- A complete end-to-end audit trail
- The program is in its 3<sup>rd</sup> year of successful provision