



Client Lifecycle Services Case Study

Client

A local government authority was undertaking a complete computing refresh for 7,000 IT users, outsourced through a large Managed Service Provider (MSP). Without the engineering, logistics and disposition experience required, the MSP needed a service partner who could help lower the cost of delivering the project, provide measurable value return, and flex to the demanding and changing needs of the client. A wide variety of equipment was involved – desktops, laptops, phones, and printers.

Challenges

With an estate that was distributed over 200 sites and with no space for storage, the first challenge the MSP had to overcome was deciding how to receipt, configure and inventory manage large volumes of new equipment. Throughout the project timelines were short and budgets were tight so processes needed to be lean and efficient.

The client's asset management and security teams were major stakeholders in the outcome of the project, so accurate and transparent reporting of all asset movements and their security status were imperative to project delivery. Financially the project required significant support from the resale of retired assets to support the cost of the technical refresh.

Solution

The ITAD Works worked with the MSP's project team to define the end-to-end service framework. Providing installation services alongside decommission, logistics and disposition of retired assets enabled The ITAD Works to produce incredible savings against expected operational costs.

The ITAD Works lean, in-house, technical logistics minimized asset handling and ensured that over 97% of all decommissioned assets were protected and available for reuse. This process encouraged the adoption of redeployment as a viable strategy. 15% of the decommissioned desktop estate was redeployed – significantly reducing the capital cost of the project.

Our automated control process ensured that all assets were registered, recorded and secured at every stage gate. This resulted in zero loss of new assets being deployed and the complete elimination of risk for data bearing assets being retired.

The ITAD Works Delivered

- End-to-end technical refresh, within budget and with a service quality score of 98%
- Combined services that saved 30% of the original anticipated project costs
- Resale revenues from decommissioned assets supported 50% of our service fees
- Detailed asset register updated in real-time as hardware was deployed/recovered
- Sustainability reporting that identified the carbon footprint benefit of the program
- Full compliance to security and environmental regulations