



# Client Asset Recycling Case Study

## Client

Our client, a major UK Telecommunications company, with an IT estate of over 70,000 users, disposes of circa 22,500 IT peripherals per year. An inefficient WEEE collection and recycling process was causing problems for the company stakeholders. Under pressure to measurably reduce the cost and environmental impact of this vital service, our client went to market looking for an innovative and effective solution to their problem.

## Challenges

In the previous year over 4,000 single item and low volume collections had been carried out on over 200 occupied offices and 20,000 home workers across the U.K. and N.I. When we analysed the numbers we quickly recognised that the greatest cost and environmental impact in delivering this service was incurred in the logistics process. Our challenge was big. We needed to find a way of consolidating collection points and minimising logistical events, while keeping within a stringent service level agreement.

## Solution

The ITAD Works developed a distributable 'Eco-Bin' solution that allowed us to consolidate WEEE waste into recyclable containers. Our systems integrate with our clients existing Help Desk to consolidate individual calls into a smaller quantity of logistical service requests. Using our in-house logistics network we audit every bin on each site and carry out early replacements to reduce the number of future calls.

For home workers we provide a drop-box solution that quickly and efficiently meets their needs.

## The ITAD Works Delivered

In our first year of service we reduced logistical activity by more than two thirds and delivered a 90% reduction on the client's previous costs. We continue to work with our client to deliver the positive sustainability messages that are the by-product of our innovative approach.

- 90% reduction in the annual cost of service
- Reduction in transport activity by more than two thirds
- In-house logistics network - hubs, vehicles and security-cleared, trained employees
- Delivered high quality service on-demand, and within measured time-lines.
- A sustainable solution using durable, recyclable Eco-Bin containers and drop-boxes
- Certified, compliant and reportable WEEE recycling
- A positive end-user experience