



Client TCO Case Study

Client

Our client, a large U.K. retail bank (the Bank), set itself an asset management goal to reduce the number of surplus IT assets in its estate. Before a project could be implemented an implementation plan delivering a minimum annual saving of £500,000 was required together with sponsorship from a senior bank executive. The asset management team needed a service partner to provide a consultative proposal supported by operational implementation of a pilot and delivery of a proof of concept to the bank.

Challenges

After detailed consultation with key stakeholders it became apparent to The ITAD Works that an intelligent disposition program could return cost savings that were treble that which the Bank had anticipated. The Bank's estate consisted of large volumes of idle, surplus IT that met their thresholds for internal re-use. There were few mechanisms in place to ensure that assets were recovered when employees moved or left positions in the bank. By calculating the cost savings associated with maintenance fees, software license cost and capital avoidance, we believed that enormous additional procurement savings could be made by implementing a securely controlled asset recovery and re-deployment program. However, stringent security policies governing the management and movement of data-bearing assets meant that the banks risk management executive required significant evidence that new ways of working would not compromise brand protection.

Solution

The ITAD Works wrote a Proof of Concept (POC) proposal that gained sponsorship from the IT Service Delivery Director. We gained approval for a method statement that evidenced in granular detail the measures that would be taken to identify and protect each data-bearing asset to allow the program to avoid physical destruction of hard drives (the banks default requirement). The POC was run by The ITAD Works over six months in conjunction with key bank stakeholders.

The ITAD Works Delivered

- A complete POC program, managing the customer experience as well as a high security process for the collection of equipment
- Recovery of 7,465 idle assets against the target of 3,000 set by the Bank
- 58% of the assets recovered were reused
- The Bank saved £1,489,000 in capital expense savings, software license reclamation, hardware maintenance reductions and resale of un-qualifying assets
- New ways of working were identified and implemented for asset management and secure asset handling and movement that continue to be utilized by the Bank to contain on-going asset management expense.