IT Asset Manager's Definitive Guide to Selecting the Right ITAD Partner

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Does Your Partner Check All of the Boxes?

Certifications? Check. Locations? Check. Client Support Structure? Check.

These core attributes combined with responsiveness and reliability is the blueprint for success when selecting an IT Asset Disposition (ITAD) partner.

Certifications are important, but what else do you need to look for?

Don't rely on certifications alone. Look for other evidence that your sensitive data and e-waste is being handled properly. Perform your own reviews and audits to drive the behavior that you want.

Flexibility is the differentiator.

Do you have a unique product mix or field services project? Your partner needs to demonstrate an ability to adopt to your needs. Do you hear "No" too often?

Whether you are reviewing your current vendor or evaluating a new one, we created this guide for IT Asset Managers to use as a checklist to evaluate the right disposition partner to fit your organizational goals and requirements.

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Partner's Track Record for Execution
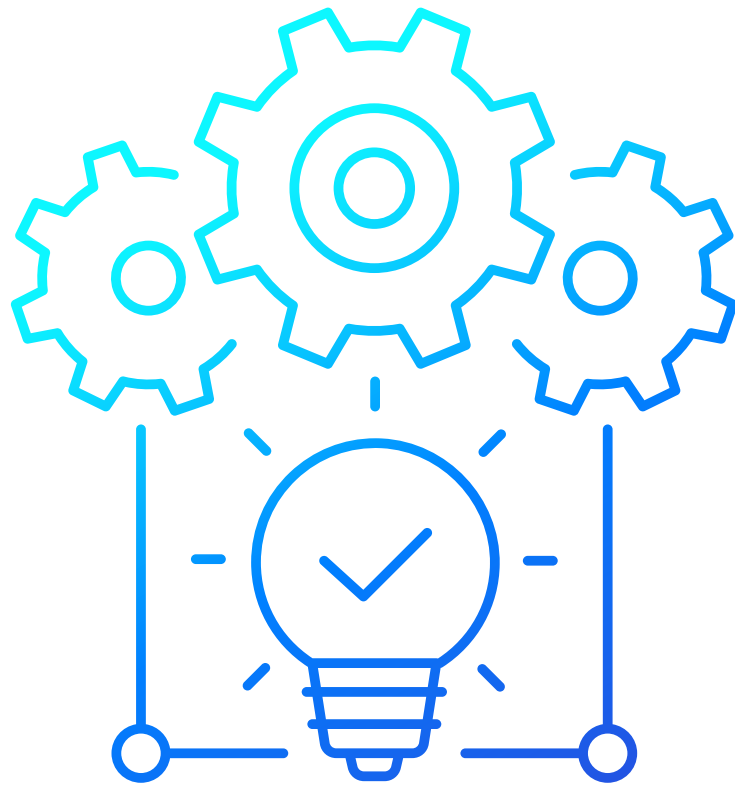
☐ **Response times - 24 hours or less**
A best practice is 4 hours or less.

☐ **SLA metrics tracked to your requirements**
Pickup Turnaround Time, Receipt Reporting, Reconciliations, Time to Complete Disposition.

☐ **Formal procedure for corrective action process**
As a vital component of continuous improvement, this should be ingrained in an ISO 9001 driven culture.

☐ **Consistent business reviews**
Two way communication is essential. The goal should be 2 to 4 times a year. It's important to treat these meetings as collaborative working sessions to review issues and uncover where improvements can be made.

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Ability to Adapt to Your Project Needs

This business is not a one-size-fits-all service, your partner should be able to meet unique project needs, within reason.

☐ **Your partner offers a clear proposal outlining the costs and recovery value of your equipment to help offset costs**

☐ **Clear understanding of your partner's service capabilities**
If your partner says "no" often, are you clear as to why requests are not feasible?

☐ **Your partner recommends best practices**
Does your partner bring proactive ideas to improve their service and your bottom line?

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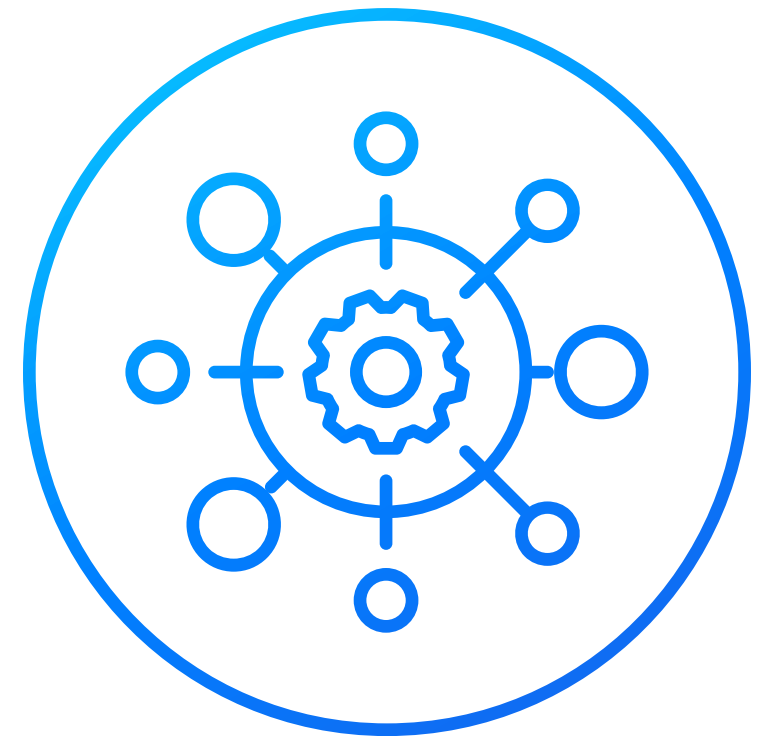
Verified Third-Party Certifications

Certifications are essential in ITAD as they ensure confidence that your partner is running their organizations to the highest industry standards.

Here are the MUST HAVE certifications your ITAD partner should have in place. In addition, your organization should to conduct their own audits and reviews, either as surprise or planned.

☐ **ISO 9001, ISO 14001, ISO 45001**
- ISO 9001: a quality management system that ensures customer expectations are met.
- ISO 14001: provides a systematic approach for measuring and improving our environmental impact.
- ISO 45001: a management system ensuring employee safety, reducing workplace risks and creating better, safer working conditions.

☐ **e-Waste Recycling Certifications– R2 and e-Stewards**
- R2 practices establish requirements that an organization must meet in order to handle electronic waste responsibly
- e-Stewards is the most stringent, complying with the Basel convention to ensure e-Waste is not exported to Non developed countries (Only 6% of ITAD companies have this certification).

☐ **NAID AAA**
- This should be a requirement whenever sensitive data is being handled.

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Evidence of Data Destruction

Much of what happens in the ITAD industry is based on assumptions and certifications. In many cases, ITAD companies provide their own document/disclaimer explaining that an item has been destroyed. For example, you may receive a self completed certificate stating all data has been erased or assets have been recycled, this is not sufficient. In time, you will find stark differences in the quality of service based on how much detail your partner is able to demonstrate regarding destruction evidence.

☐ **Wipe log files or shipment documentation**
Find out if this documentation is on a request basis or if you have 24/7 access to data as you need it.

☐ **Recorded proof of drive shredding**
Can your partner demonstrate that a drive is shredded via recorded image capture?

☐ **Security measures when tracking devices in transit**
Does your partner provide evidence of security seals on truck doors on both ends of the shipment during transportation?

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Applicable Core Service Capabilities

A majority of experience in ITAD is processing end-user computing such as PCs and Mobile Devices, but when it comes to more complex enterprise IT equipment like servers, storage, or networking equipment, you will find that many differences in capabilities are uncovered.

Below are basics to the ITAD process that should be fully understood before working with a new partner. Keep in mind that operational proficiency comes with experience over time.

☐ **Clear understanding of equipment value across your technology footprint**
Do you understand your partner's value of mobile, end user devices and data center equipment?

☐ **Clear understanding of testing and repair capabilities designed to maximize the value of your equipment and reuse everything possible**

☐ **Clear understanding of the resale process**
Proficiencies developed over time to discover the right customers like 3PM, VARS, Resellers, End Users.

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Convenient Geographical Presence to Your Business Locations

If you have US nationwide presence, your partner should have a receiving facility within a day's drive of your locations that are located in areas that provide competitive freight rates – and remember, freight rates aren't always based on mileage. For example, IP destruction requires a local partner, does your ITAD partner's facilities overlap with your location and data center footprint?

If your needs are global, it is important to ensure your vendor has international partnerships to avoid unnecessary freight costs. If chain-of-custody is a major concern, assets can be collected and shipped back to US facilities to avoid unnecessary risk. This is when using a hybrid approach to worldwide regional partners and US returns is best practice.

Convenient facility locations
Are your partners facilities in close proximity to your national location and if not, do they work with an international vendor to provide you the best freight costs possible?

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Reliable Client Services Support Structure

Regardless if you develop significant trust with your partner, there should be full transparency in your business agreement as your partner is now involved with helping you manage financial, environmental, and data security risks through disposition activities. You should know, without a doubt, who your executive sponsor is and receive comprehensive reporting on a regular basis that includes comprehensive business review to discuss ways to improve the relationship and communication.

☐ **Formal handoff from Sales to the Client Services team**

☐ **Established escalation path in case something goes wrong**

☐ **Transparent and comprehensive reporting with timely responses to the following:**
- Requests and pickups
- Service Level Agreements
- Full results of asset and testing audits
- When or if your data was successfully wiped

☐ **Real-time access into the status and location of your assets**

☐ **Clear understanding of partner's tunaround time standard**

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Reputable Client References

Before making a decision on a new partner, get client references from companies they've worked with that have similar needs as you do. Most likely, you have asked formal questions in a RFP format, use this time to substantiate those answers and focus on what needs to be improved in areas you might be vulnerable.

☐ **Current clients can substantively answer your questions and concerns**

☐ **Alignment of vision and mission**
Does your partner share similar organizational goals?

☐ **Demonstrated business health and continuous improvements**
Are they proactively managing their business?

☐ **Corrective action process in place**
How will your partner manage with challenges and correct errors?
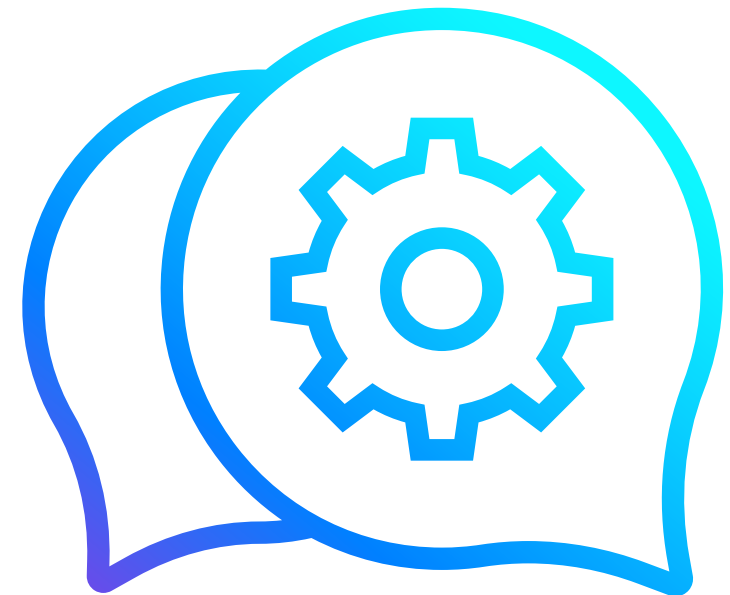
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Contact us today to learn more about how IT Asset Disposition can help your business.

contact us at
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