CASE STUDY

IT Asset Return, Reuse and Value Recovery Program

A leading software company selected SK tes to deliver a scalable IT asset recovery and reuse program across the United States and Canada. The company needed a solution that could simplify employee equipment returns, maximise value from retired laptops and support security and operational efficiency.

SK tes designed and implemented a box-and-label takeback program that enables employees to return devices directly, while providing secure processing, testing, data sanitization, storage and remarketing services tailored to the clients requirements.



THE SK TES SOLUTION

The solution comprises three integrated workstreams:

EMPLOYEE DEVICE TAKEBACK PROGRAM

- Box-and-label solution supporting returns **across North America**
- Dedicated package logistics process for **end-user collections**
- Custom request portal enabling shipping labels to be **delivered directly** to employees
- **Simplified recovery process** for remote and departing employees

ASSET PROCESSING & DATA SANITIZATION

- Returned laptops received and tracked through a **structured workflow**
- Devices tested and **securely wiped** in accordance with customer requirements
- **Real-time status visibility** through a shared workbook and tracking system
- **Complete transparency** throughout the recovery process

REUSE, REDEPLOYMENT & VALUE RECOVERY

- Devices assessed for **internal reuse opportunities**
- Equipment stored and returned to the client for **redeployment where required**
- **Eligible assets** remarketed on behalf of the customer
- Revenue-sharing model supporting **value recovery** from retired equipment

Delivery & Execution

Dedicated SK tes teams worked closely with client stakeholders to design, onboard and continually refine the program to meet operational requirements while helping reduce overall costs.

Key elements of the delivery included:

- Development of a scalable box-and-label return process with shipment tracking
- Integration of logistics services
- Continuous process optimization to improve efficiency and reduce costs
- Shared tracking and reporting tools providing real-time visibility into program activity

The flexible program allows the client to recover devices from employees regardless of location while maintaining control, visibility and security throughout the process.



RESULTS & BENEFITS

IMPROVED ASSET RECOVERY

- Consistent process for recovering laptops from remote and departing employees
- Simplified return experience for end users
- Greater visibility into asset status throughout the recovery lifecycle
- More than $100,000 value recovered through device remarketing

COST REDUCTION

- Reduced total cost per asset through process improvements and operational efficiencies
- Optimized logistics and handling processes
- Improved utilization of existing technology assets through reuse opportunities

REUSE & VALUE RECOVERY

- Devices redirected for internal redeployment where appropriate
- Remarketing program generating residual value from retired equipment
- Extended lifecycle of IT assets through refurbishment and reuse

TRUSTED LONG-TERM PARTNERSHIP

- Long-term relationship supporting ongoing IT asset recovery requirements
- Tailored processes developed collaboratively between both organizations
- Scalable solution capable of supporting distributed employees across North America

Talk to SK tes today about your IT lifecycle services needs.

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