

# LIFECYCLE SUPPORT SERVICES

## CASE STUDY: MAJOR ASSET REFRESH

### The Client

A large regional healthcare organization.

### Business Challenge

The client needed a Lifecycle / ITAD partner who could complete a fast-track, enterprise-wide IT equipment refresh. The client needed a solution that would:

- Deploy new, imaged systems and remove old systems without interruption of service in critical care units
- Ensure all retired assets were securely disposed in compliance with NIST and HIPAA/HITECH data security standards
- Remarket assets whenever possible to maximize return on investment.

### The Ingram Micro Solution

Ingram Micro delivered a comprehensive, one-stop solution. Each incoming asset was:

- Sent by the client's chosen OEM directly to an Ingram Micro facility where it was unboxed, audited, then warehoused prior to delivery
- Loaded with a client-provided image appropriate to its end destination then scheduled for just-in-time delivery 24 hours a day.

As new assets were delivered, each asset removed from service was securely transported to the nearest Ingram Micro facility and sanitized in accordance with all security requirements. Ingram Micro then:

- Refurbished assets with remarketing value and routed each one through the most effective channel to ensure the best possible return
- Demanufactured and recycled assets without remarketing value in compliance with e-Stewards standards.

### Why the Client Chose Ingram Micro ITAD

The client chose Ingram Micro based on our extensive experience providing responsive asset deployment programs; our compliant chain-of-custody and data security processes; and our robust remarketing program. E-Stewards certification was also a key differentiator in selecting Ingram Micro.

### Key Solution Benefits

Enterprise-wide refresh completed in under 3 months

Over 20,000 assets replaced across 12 locations

Zero disruption to client employees during transition

\$1 million in net asset recovery value