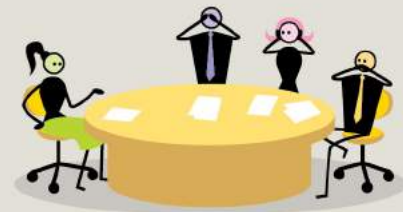# Troubles with Trust-Based IT Disposal and Computer Recycling

In the IT disposal and computer recycling industry, prevention is worth several tons of cure. Unfortunately, there are inherent conflicts when you rely directly on a vendor. Trust-based IT disposal increases the risk to your organization. Without an unbroken chain-of-custody, you are not truly compliant. Furthermore, you are 100% exposed to the downstream risks. Vendors may promise the moon, but how can you really be sure they are making good on that promise?

Pam is the corporate IT director for Widget Co. In order to standardize the company's IT disposal process she meets with her regional managers to review the past disposal scenarios, but to the managers the issue is one of see no evil, hear no evil and speak no evil.

Scenario 1: Trust
See No Evil

1 Larry counts up the pieces of equipment set to be disposed of for Widget Co.'s East Coast office.

2 The recycler Larry contracted to dispose of the equipment delivers an "official" inventory of what his company disposed of.
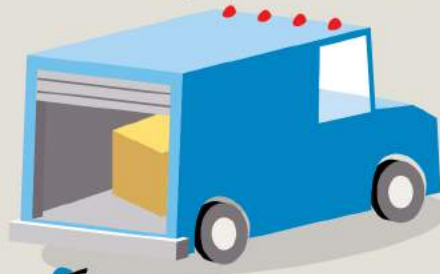
THE PROBLEM: Larry has no control of the situation. There is no transparency so it's tough to see that the vendor has done the job properly. He is relying on the accuracy and honesty of the vendor, and there's no oversight in identifying employee theft, driver theft or mistakes made by the vendor during the process. **Larry sees no evil.**

Scenario 2: Tell
Hear No Evil

1 Sally makes an inventory of the equipment to be recycled for Widget Co.'s Midwest office.

2 The equipment is loaded and shipped to the vendor to verify they received all the items.

3 The vendor "verifies" that all the items on Sally's inventory were received and disposed of.

THE PROBLEM: There is no accountability. Sally is assuming the vendor is being honest when they tell her they verified that all the items she inventoried were accounted for during the disposal process. There is no way to identify employee or driver theft and if there's a problem, the vendor has an easy excuse by simply saying, "We never got it." **Sally hears no evil.**

Scenario 3: Compare
Speak No Evil

1 Burt inventories the equipment to be recycled for Widget Co.'s West Coast office.

2 Burt sends the equipment to the vendor who creates his own inventory list and then disposes of the equipment.

3 The vendor sends Burt an inventory list of their own so that Burt can compare his original inventory with the vendors'.

THE PROBLEM: The issue with Burt verifying is that Burt cannot do it effectively. If Burt does make the manual effort to compare his inventory versus the vendor's inventory, how will Burt deal with the untracked items? It would be virtually impossible for Burt's inventory to match the vendor's inventory. The reality is Burt will simply tell Pam everything looked okay. Without doing it herself, it would be hard for Pam to verify Burt really did a comparison. **Burt speaks no evil.**
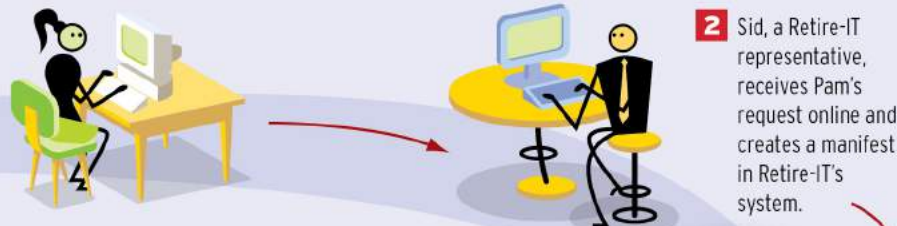
CONCLUSION: None of these scenarios meet Pam's desire to control costs, avoid risk and maximize value. Furthermore, each scenario has serious problems that limit Pam's ability to confirm that Widget Co. is really compliant with the law. Despite understanding the pitfalls of past mistakes, her regional managers have just as many questions as Pam about best solution. They know there are better options for disposing of Widget Co.'s IT equipment, but what are they and who should they talk to about them?

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Proof! Not a promise.

As a result of our fail-safe approach, Retire-IT is in a unique position to define a new standard of quality. Only Retire-IT's process creates an unbroken chain-of-custody, and we eliminate traditional conflicts of interest. Here's how:

1 Pam is the IT manager for Widget Co. She's got several pieces of old hardware she needs to safely dispose of and so she contacts Retire-IT.

2 Sid, a Retire-IT representative, receives Pam's request online and creates a manifest in Retire-IT's system.

3 Sid also overnights Retire-IT's disposal tags (barcode security stickers) to Pam.

DISPOSAL TAGS

0605-1434-12346
0605-1434-12345

4 Pam receives the stickers and places one on each piece of equipment Widget Co. needs to dispose of.

5 Retire-IT sends a team to pack the equipment. The team double-checks with Pam to be certain each piece is accounted for.

6 The itemized equipment is shipped to one of 40 certified IT disposal facilities across the country.

7 The equipment is received at a certified facility nearby where it is scanned and weighed. Items are then reconciled to be certain all equipment is accounted for.

8 The recycling facility's team inventories, tests, data sanitizes, recycles and remarkets any salvageable components. The equipment is reconciled again to be certain all the pieces are accounted for.

9 The certified facility generates a report detailing the disposition of all the equipment. Sid audits the reports and compares it to Pam's inventory.

REPORTED INVENTORY
FINAL INVENTORY

Proof! Not a promise.™

Retire-IT provides the most accurate and comprehensive reporting available. Our proprietary system eliminates duplicate serial numbers and sham data that ruin the reliability of traditional recycling reports. Retire-IT dramatically reduces the overall cost of IT disposal and passes those savings along to you.

10 Sid delivers the report and certificate of disposal to Pam along with the proceeds from the sale of remarketed equipment. Historical reports are always available online anytime.

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Retire-IT ™

Minimize risk.
Maximize value.

The first step down the treacherous IT-disposal mountain begins with an unbroken chain-of-custody. Retire-IT's disposal tags deter employee theft, and hold recyclers accountable. Only Retire-IT's process provides a true transfer of liability. Follow Sid as he leads Pam down the path to safety.

DISPOSAL TAGS

Sid will help Pam defend Widget Co. in their journey down the perilous path of IT disposal with Retire-IT's disposal tags.

EMPLOYEE THEFT

The first threat Pam and her company, Widget Co., will face is employee theft. Internal theft is particularly sneaky because Pam likes to think of her employees as trustworthy. Unfortunately, it's the most common cause of retired IT asset loss, and one which goes largely undetected by companies or the recyclers they hire. Fortunately for Pam, Sid swings into action to knock employee theft off the mountain with Retire-IT's disposal tags. An unbroken chain of custody means Widget Co. is safe before equipment even leaves the premises.

THEFT IN TRANSIT

This nasty beast can rear its head and come back to haunt Pam and Widget Co. in numerous ways. If a driver handling the delivery of the equipment decides to steal a CPU and then sell it on eBay, any confidential data still on the hard drive is vulnerable. Widget Co. could have a public relations disaster on its hands with no recourse against the transportation company or the recycler. Fortunately Sid and Retire-IT are there to save the day. Disposal tags prevent driver theft, plus they allow Retire-IT to pinpoint the root cause of problems to protect Widget Co.

MISTAKES BY RECYCLERS

Carelessness on the part of recyclers can also leave companies vulnerable. Recyclers could simply mishandle retired IT assets or worse, they may export it to China or other developing countries for disposal. Unfortunately international rules for disposal are fast and loose at best, making it all too easy for sensitive data to fall into the wrong hands. Good thing Pam's got Sid and Retire-IT on her side. The disposal tags again provide a safety net for Widget Co. by proving recyclers are responsible.

GETTING SHORTCHANGED

Hiding just around the last bend is a recycler who's looking to shortchange Widget Co. on its remarketed assets. If managed properly, the resale of IT assets has the potential to generate significant returns.
But if the recycler doesn't share the value with you, you are getting shortchanged. Retire-IT audits settlement reports to verify Widget Co. isn't leaving any money on the table by getting ripped off by the recycler.

FOR SALE

CHAIN-OF-CUSTODY REPORTS

Because Retire-IT is an independent, objective, management company, there is no hidden agenda or conflict of interest. Since Retire-IT's methodology provides dual control, Pam can prove HIPAA compliance, and Widget Co. avoids claims of negligence. Retire-IT provides the most accurate and comprehensive reporting available. Let us lead you safely down the treacherous path of IT asset disposal.

FINAL INVENTORY

THE END

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