WE GET DEVICE LIFECYCLE MANAGEMENT GOES BEYOND THE TECHNOLOGY.

**Modern Workspace Management Pillar 4:
Refresh and Recover**

As your organization phases out devices, you need a device management plan to help you properly retire, repurpose and replace your technology. CDW understands the importance of IT asset disposition (ITAD) and can help ensure that device disposal, recycling and reuse is carried out safely and responsibly.

Through the Modern Workspace Management framework's fourth pillar, Refresh and Recover, CDW can help optimize your ITAD experience.

The Modern Workspace Management Refresh and Recover pillar can help you address:

Agility   Cost   Risk

Explore CDW's ITAD Approach

The Refresh and Recover pillar helps you correctly retire, redeploy, remarket and recycle devices via four key solutions and services:

Uncover and Initiate Refresh
· Receive full-lifecycle, vendor-agnostic solutions from CDW that help you meet legal compliance as you phase out devices.
· Maintain brand protection and stay environmentally responsible.
· Reinvest remarketing dollars toward future purchases and IT initiatives.

Manage Returns
· Choose from safe returns and disposal options for hardware while reducing complexity with remote and bulk asset collection.
· Easily track returns and benefit from turnkey logistics for quick and efficient equipment removal across facilities.

Wipe, Sanitize and Service Units
· Conduct a full audit across devices, including serial numbers, client asset tags and configuration details, while securely erasing data permanently from hardware.
· Test devices to determine redeployment eligibility and remove client identifying marks and NIST-compliant data.
· Ensure EPA-approved disposal methods and zero-landfill policies are followed when recycling devices not fit for redeployment.

Maximize Value Recovery
· Determine your devices' potential residual value and receive rebates on eligible devices, plus earn tax credits from charitable donations of assets.

CUSTOMER SUCCESS STORY:

CHALLENGE:
The customer did not have an efficient process for cleaning and redeploying used company laptops. With its IT staff overwhelmed by the volume of used laptops being returned, the customer needed a way to process these devices, support its IT team and meet the needs of its end users.

SOLUTION:
The customer's CDW Executive Account Manager worked with the Modern Workspace Management team to discuss the customer's IT asset disposition and IT asset management options. The customer was also introduced to key CDW partners who helped meet customer demands through unique expertise and capabilities.

OUTCOME:
Through a collaborative and consultative approach, CDW handled the customer's ITAD and ITAM needs, relieving its IT staff members of responsibility for cleaning and redeploying returned devices, allowing them to better serve their coworkers. CDW also helped establish a true partnership with the customer, providing tailored and trusted solutions.

Learn how the Modern Workspace Management team can help you by emailing MWM@CDW.com

CDW PEOPLE WHO GET IT®