"We are ready for any opportunity when your company's IT assets reach end-of life"

Ian Lovell, Global Director Value Recovery talks IT Asset Disposition.

Teleplan: IT Asset Disposition (ITAD) is a booming industry segment as companies are seeking to maximize the value they recover from their retired IT assets. At the same time when IT assets really reach end-of life (EOL) the push for sustainable and compliant recycling of e-waste is ever growing. It is forecasted that the ITAD market is reaching a value of USD 18,703.42 million* by 2022 (*source: wiseguyreport 2019). Where do you see this market heading in the next 5 years?

I think you will see a consolidation of some key players in the ITAD segment. At the same time requirements for standardization, compliance and certification will increase and become even more crucial as legislation and data security regulations increases. The term 'End of Life' will become redundant. Reuse and recovery as well as circularity will become and are already the new market trends. We see an increase in not just repair but also in reintroduction of used devices, and components down to the rare earth metals and materials are recovered and re-enter the market in new products.

Teleplan: Teleplan has always been strong in the recovery of used hard disk drives, how have you evolved this to enhance your value recovery solutions for different IT assets and electronic devices?

Across various technologies we have developed test and certified data erasure solutions to determine its potential for reuse, and to erase sensitive data permanently. These services are extended by repair, refurbishment, and e-waste disposition for end of life products. Our service centers providing ITAD solutions and services are R2 (Responsible Recycling) certified that demonstrates our compliance with ITAD industry standards for process, safety, and electronics repair, refurbishment and recycling practices.

Teleplan: We've seen key players exiting the ITAD market space. Is this a concern for Teleplan or an opportunity to grow?

As mentioned, we have the capabilities combined with a great global footprint, so we are able to assist manufacturers and pick up opportunities where the need presents itself. Being experts in Lifecycle care for Electronics for 36 years we have blueprint solutions already in place that can assist the industry and alleviate gaps created if other partners either drop out of the market or cannot meet customer's needs.

Teleplan: There is going to be a surge in companies looking for an ITAD partner, how do you deal with the need to expand capacity and ramp quickly?

Many of our service centers are already running large IT asset recovery and asset disposition programs which means we have solutions in place to meet needs. We have a number of employees who are subject matter experts in this area who can not only replicate these solutions but also create bespoke solutions for new customer requirements. These experts are able to relocate to new locations to build these programs and impart their knowledge to others through training. Our NPI process and supporting IT-systems helps us ramp quickly and our experience in demand fluctuations means we are ready for any opportunities and

challenges presented. We currently process over 11 million hard drives annually with capacity to expand this number.

Teleplan: How do you see both the demand and supply of pre-owned devices evolve in the coming years?

I believe the demand for refurbished IT assets is going to grow in the coming years as the reliability of test procedures and product quality of pre-owned devices will be as good as new and the confidence in these products increases. Recertification and warranty status of some devices will further help this. Our end to end solutions include the harvesting of components saving our customers money whilst our rebranding of devices adds further value. Many large companies have stockpiled retired equipment for a long time due to data security fears. Our data erasure tools are ADISA certified guaranteeing that sensitive data is permanently erased. Our services are compliant with environmental and data security regulations. We can reduce your risk, cost and complexity when your IT assets reach end of life.