

Choosing Your ITAD Vendor

A Quick Checklist

● ITAD



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Use the following checklist as a reference to know what to ask of your global ITAD vendor to ensure they will support your needs and requirements.



Regulatory Requirements

Does my ITAD vendor:

- Securely handle my IT assets to ensure privacy and regulatory compliance?
- Have Standard Operating Procedures in place to manage my IT assets in a manner that will protect my data, corporate reputation and brand?
- Stay up-to-date with country regulations for handling data? E-waste? Billing?
- Operate to recognized industry standards? What certifications do they hold?



Corporate Compliance

Does my ITAD vendor:

- Process end-user IT assets, office equipment, networking devices and data center equipment?
- Provide a documented chain of custody of asset tracking, data destruction, financial settlements and environmental reports?
- Have a proven track record in supporting companies like mine?
- Support multi-country billing and taxes for my global program?
- Provide audited financial records demonstrating the financial health of their operations?
- Provide indemnification guarantees that are backed by insurance, business continuity measures and sound corporate governance?
- Provide documentation that hazardous waste is processed in an environmentally compliant manner?
- Provide pollution and cyber insurance, in addition to standard business solutions?



Data Destruction

Does my ITAD vendor:

- Have secure, standardized and clearly defined IT asset handling processes to ensure data security?
- Meet my corporate data security requirements?
- Destroy all types of data storage media? How?



Financial Return

Does my ITAD vendor:

- Remarket my assets to maximize value recovery? What is their resell strategy?
- Parts harvest if resale of the whole unit is not possible?
- Offer redeployment alternatives?



Sustainability

Does my ITAD vendor:

- Provide a tool to enable our company to measure the carbon impact of our ITAD program?
- Work collaboratively with their clients to improve the sustainability of their ITAD program?
- Have a reputation for operating as a sustainable company?



Operations

Does my ITAD vendor:

- Offer on-site services, including data destruction, decommissioning, inventory reconciliation and packing services?
- Cost effectively manage secure transportation? How?
- Support my ITAD program with a competent and knowledgeable customer service team?

- Thoroughly vet all subcontractors and downstream vendors to ensure that they meet all data security and environmental compliance standards?
- Have the infrastructure to support my national operations? My global operations? Does their footprint align with mine?
- Provide a secure and user-friendly portal for managing ITAD services, tracking assets and generating reports?
- Have the recycling expertise and equipment to extract maximum value from my IT assets, allowing my company to benefit financially from the IT disposal process?
- Have a plan to “fill in gaps” for services they do not provide directly?
- Maintain transparent and verifiable operations? Do they allow client audits?
- Facility inspections?

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