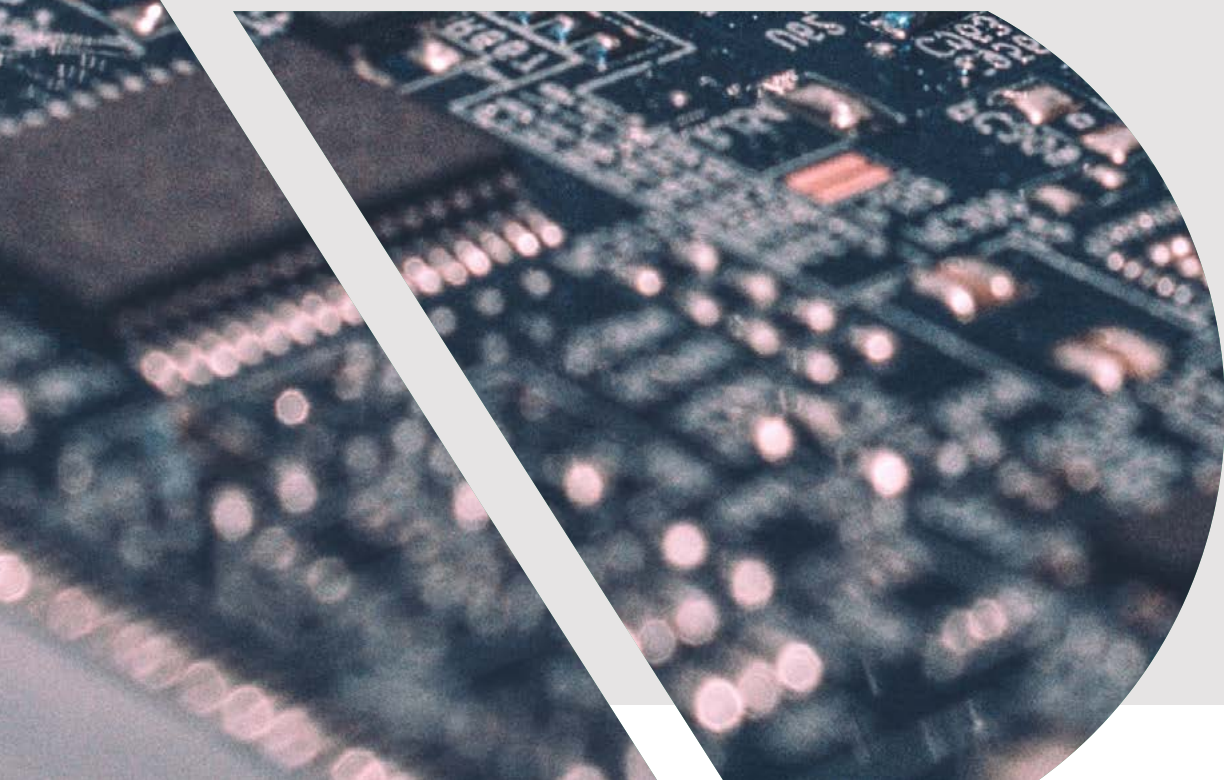
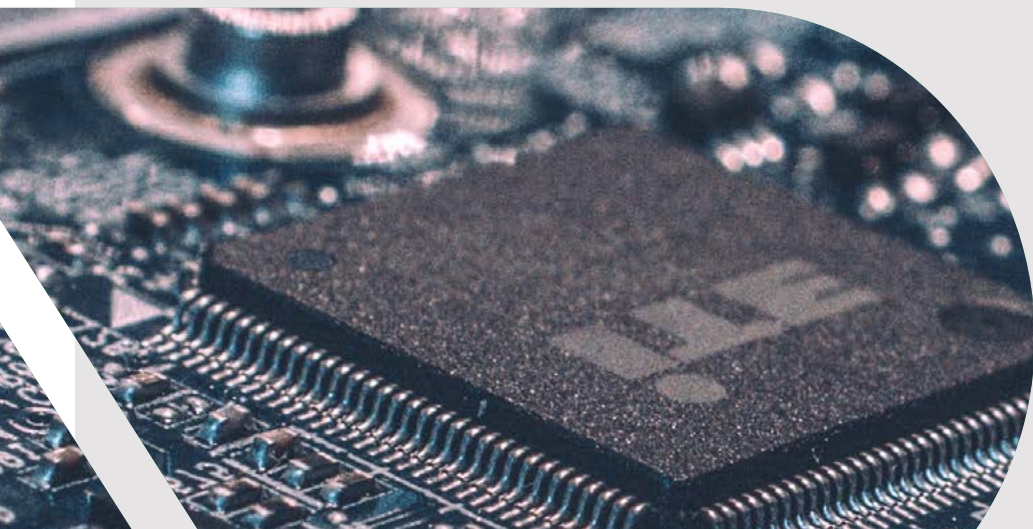


The Ultimate Guide to ITAD and Vendor Selection





Contents

What is IT Asset Disposition?	4
What is the Difference Between Electronics Recycling and ITAD?	6
What are the Main Benefits of ITAD?	8
Security	9
Efficiency	10
Sustainability	11
Value Recovery	12
How to Evaluate ITAD Providers	13
Accreditations and Certifications	15
ADISA	16
ISOs	17
R2	18
Data Security Practices	19
Value Recovery	21
Testimonials and Reviews	23
Personnel	25
Sustainability	27
The Techbuyer Difference	29
Security	31
Service	32
Sustainability	33
Support	34
How Does Our ITAD Process Work?	35
Techbuyer's ITAD Process	36
What's Next...	37

Are you struggling to work out what to do with your used business IT equipment and tech?

Racking your brains about how to ethically, sustainably and securely remove and sanitise your data-bearing IT equipment?

Worry not – after reading this e-guide you will understand:

- [What ITAD is](#)
- [What the benefits of ITAD are](#)
- [How you can evaluate ITAD vendors](#)
- [What Techbuyer's ITAD service can do for you](#)



What is IT Asset Disposition?






IT Asset Disposition (ITAD) is the process of disposing of used IT hardware in a secure and environmentally conscientious manner.

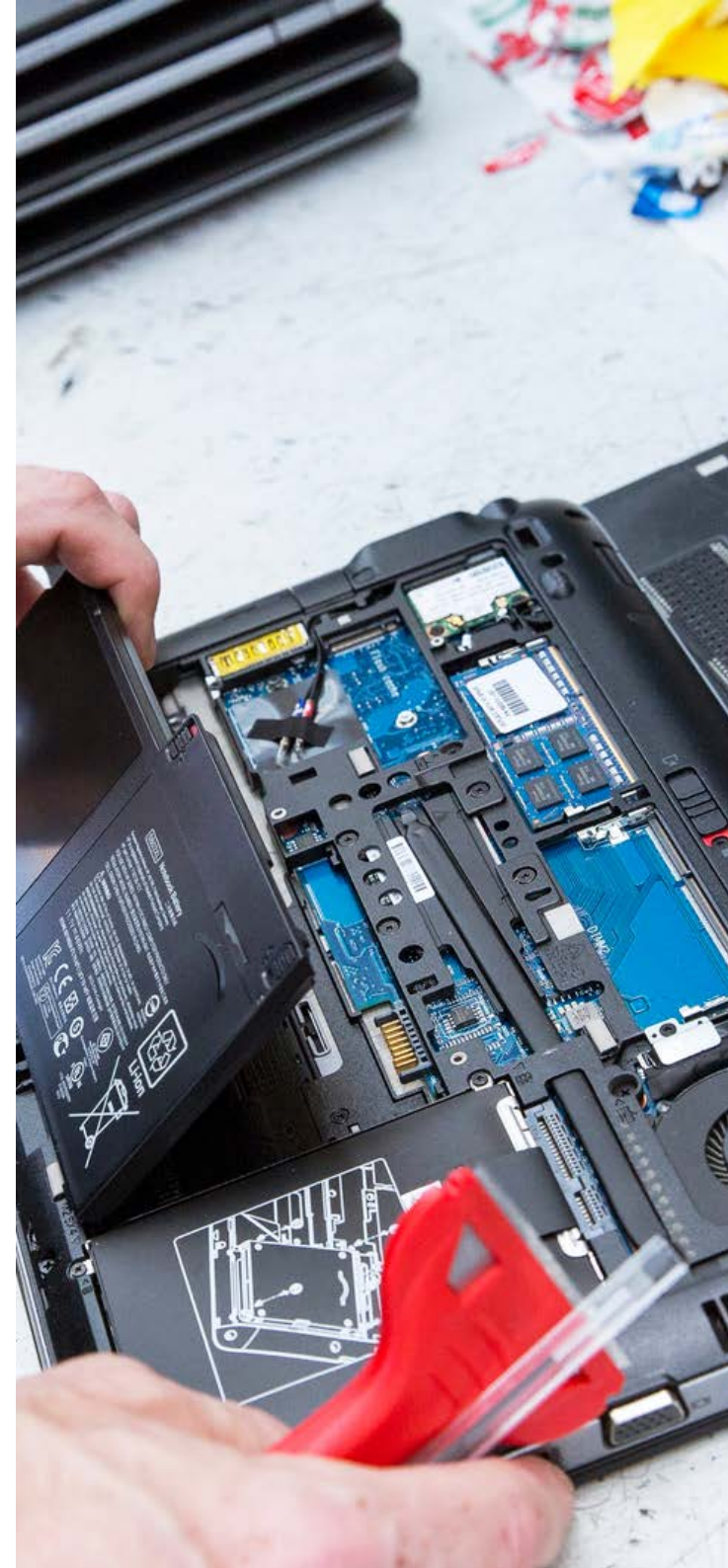


The demand for ITAD services has increased in recent years due to the rise in IT hardware production and innovation. As technology advances, businesses and consumers are constantly looking to upgrade their IT equipment (computers, laptops, phones, servers etc.). This rise in upgrades means that there is an ever-growing number of technological devices requiring disposal.

For a business, this can be tricky. How do you dispose of IT equipment? What if you have 100+ desktops that you want to replace? What do you do if you want to upgrade the data-bearing devices in your server estate?

This is where an ITAD service comes in. A good ITAD vendor will take all the stress out of the process and should:

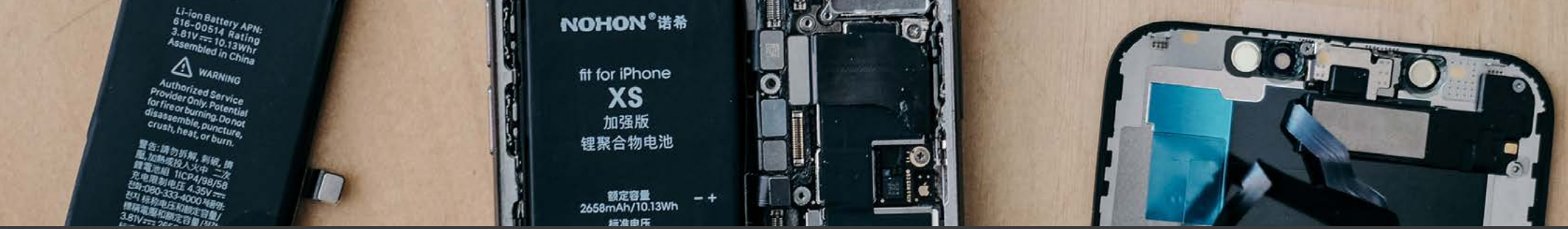
-  Ensure the security of your business data by offering secure, tested processes and erasing all residual data from the equipment.
-  Provide thorough documentation of your organisation's compliance with data protection regulations and responsible recycling requirements.
-  Save you time and resources by offering secure collection and transportation services.
-  Help you to strengthen your sustainability credentials by extending the lifespan of your hardware and diverting quality IT equipment from landfill.
-  Aim to maximise your IT budget by potentially offering a rebate for the IT hardware, calculated by subtracting the associated costs from the residual resale value of the devices.



What is the Difference Between Electronics Recycling and ITAD?

ITAD aims to extend the lifecycle of IT equipment by reusing, repurposing, and repairing retired assets.





Now, I know what you are thinking, is ITAD not just electronics recycling with a fancier name?

It is a common mistake to make as they share many similarities. However, there are some key differences in both the process and the end goal.

Electronics recycling usually takes place when IT assets are broken beyond repair and the owner does not need certification of destruction; they are happy to pay to have the devices destroyed. Electronics recycling marks the end of the products' life cycle and the materials within the devices are turned into raw materials to be used in a completely new product.

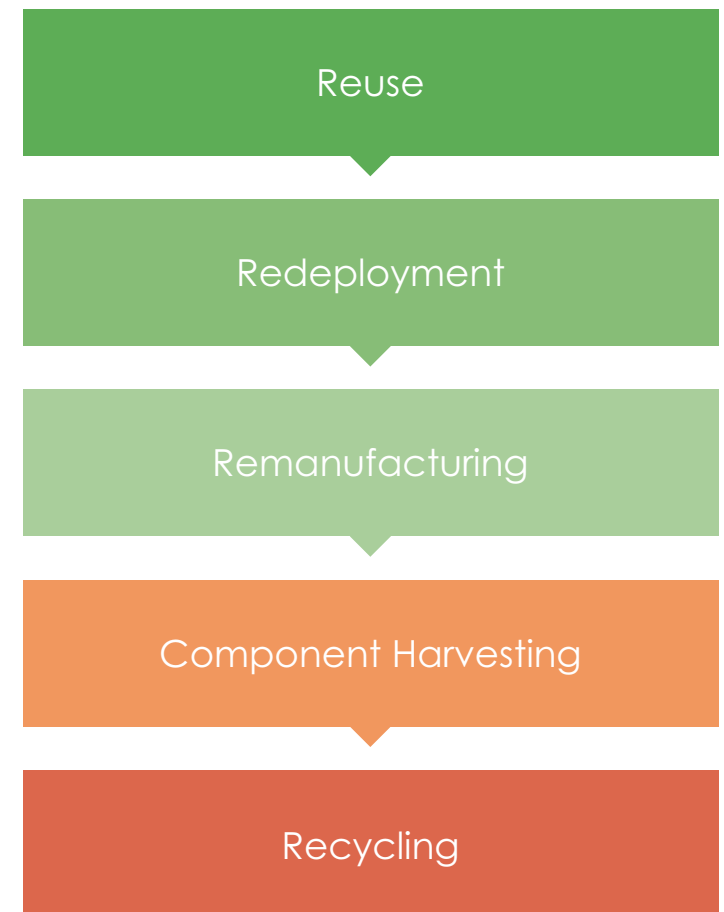
ITAD, on the other hand, aims to extend the lifecycle of IT equipment by reusing, repurposing, and repairing retired assets. Once a device has been completely data-sanitised, it can be sold to secondary users. This minimises the need to manufacture new IT equipment and reduces the associated carbon emissions of the process.

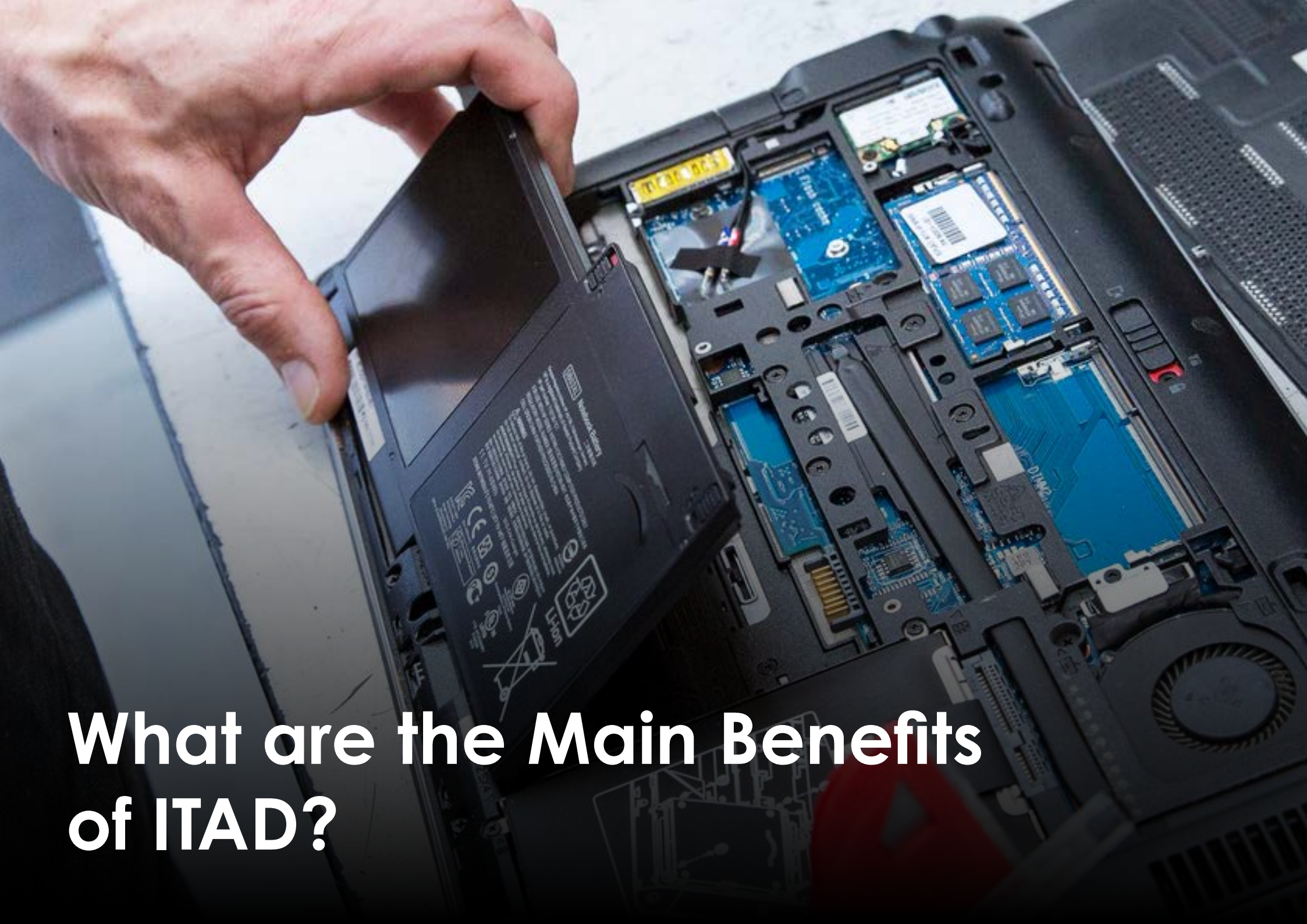
ITAD also offers a much more secure way for a business/consumer to destroy sensitive data and provides them with certification of erasure and destruction. You cannot get this kind of peace of mind from an e-recycler as they do not have the same data security practices and are not held to the same security standards.

While electronics recycling can still be a viable option for organisations, ITAD represents a much more sustainable process that is designed to help tackle the major e-waste related environmental issues we are facing.

Actively utilising ITAD services in your disposal strategy provides a highly effective tool for managing IT life cycles.

The Optimal E-Waste Hierarchy





What are the Main Benefits of ITAD?



Security

You can't put a price on peace of mind!

ITAD is the most secure IT disposal option. Even when you delete data from your device(s) using delete commands, it can still be recovered. This residual data could include confidential employee or customer information. If this information fell into the wrong hands, it could have detrimental consequences for your organisation. You could be in breach of data protection regulations and face serious PR, monetary and even legal repercussions.

Good ITAD vendors have experience in secure data erasure. They will have specialist personnel and the latest erasure software at their fingertips. By choosing a proper ITAD service you can guarantee 100% data erasure and compliance with regulations - you are eliminating the risk of a data breach!





Efficiency

As we have already touched on, disposing of IT hardware yourself can be a headache. It can be a confusing, stressful, time consuming and expensive procedure if you try to do it without the help of professionals.

A good ITAD vendor will have experience in delivering a seamless, well-coordinated process that will do the legwork for you. There are numerous steps to the process including collection, removal, transportation, sanitisation, documentation, refurbishment, re-sale and more! These steps are a standard process for ITAD vendors, and they can be done with maximum efficiency, saving your valuable time and money whilst ensuring that you don't compromise on security!



Sustainability

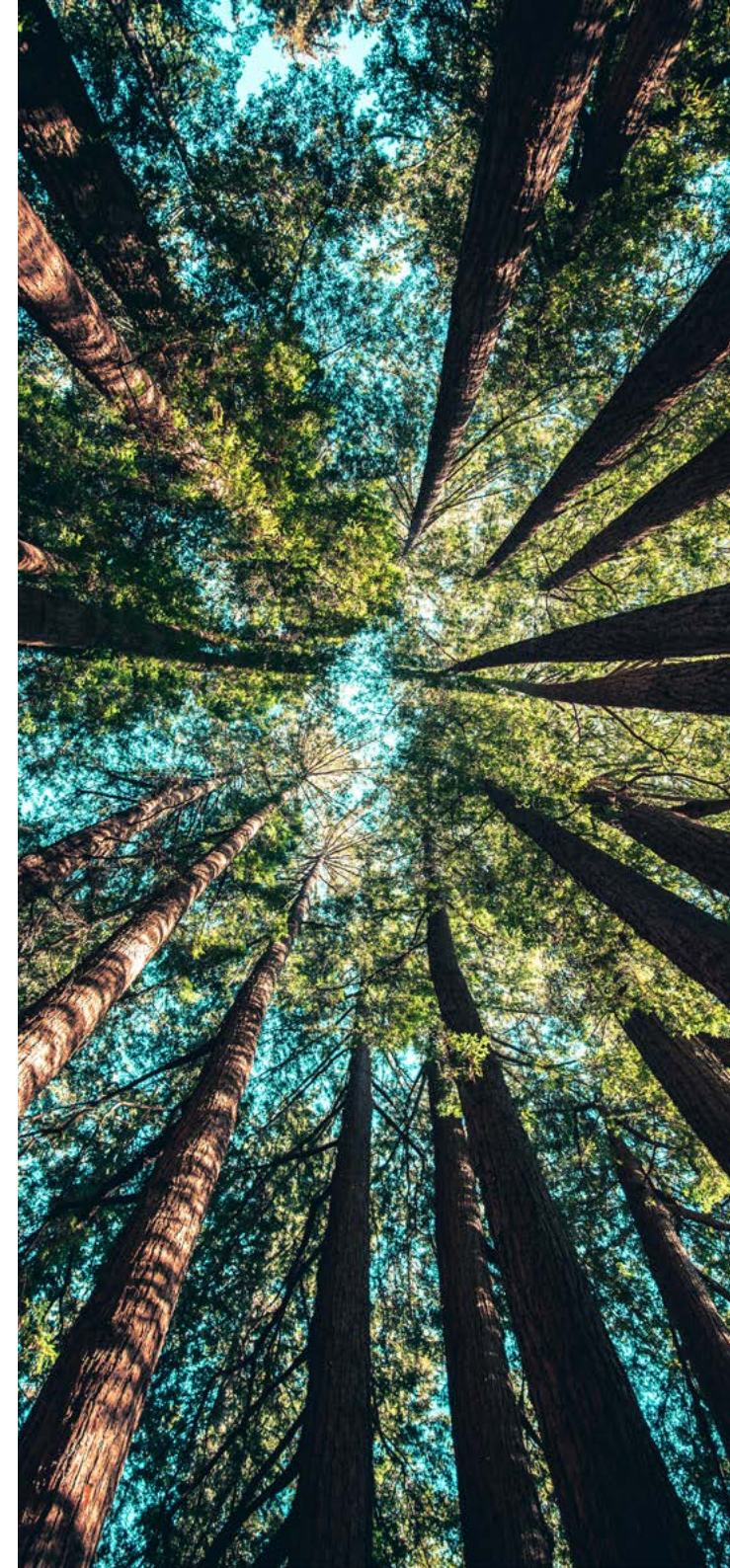
ITAD offers a solution to a growing environmental problem.

In 2021 humans discarded an estimated 57.4 million tonnes of e-waste. This number is expected to grow to 74 million tonnes by 2030. This e-waste contains harmful chemicals which are released into the air and seep into the groundwater when not disposed of properly. This has catastrophic effects on the health of humans, plants, and animals alike.

By choosing to use an ITAD service you are guaranteeing that your IT assets do not end up in landfill; you are actively contributing to a healthier planet with less waste. In addition, because ITAD extends the lifespan of IT equipment, you are reducing the associated environmental costs of manufacturing new devices. We think this is something to shout about and we are sure your customers do too!

Not so fun fact:

In 2021 the total amount of e-waste discarded by humans weighed more than the Great Wall of China!



Value Recovery

So, you want to dispose of your old IT assets? But how are you going to afford new ones?

A good ITAD service will work with you to maximise the value of your assets and recoup as much value as possible. This money can be re-invested into your upgraded IT equipment, and you can get the most out of your IT budget.

As we have already briefly touched on, the purpose of ITAD is to extend the lifecycle of IT equipment and avoid it ending up in landfill. Once the devices have been sanitised, they can be sold to secondary users which prevents quality IT from going to waste. ITAD vendors individually assess and grade every item they receive. From here they provide a full breakdown of the condition and performance of every item along with a final offer for the rebate value of the assets.

Case Study

Learn how the [Cambria County Conservation District](#) were able to dispose of their redundant IT equipment, meet their conservation goals and even fund future projects!

There are situations where value recovery is not possible (usually when the value of the assets is less than the associated logistical costs). In addition, if the functional condition of the assets renders them unsaleable then they will be responsibly recycled rather than resold. This would not result in a rebate.

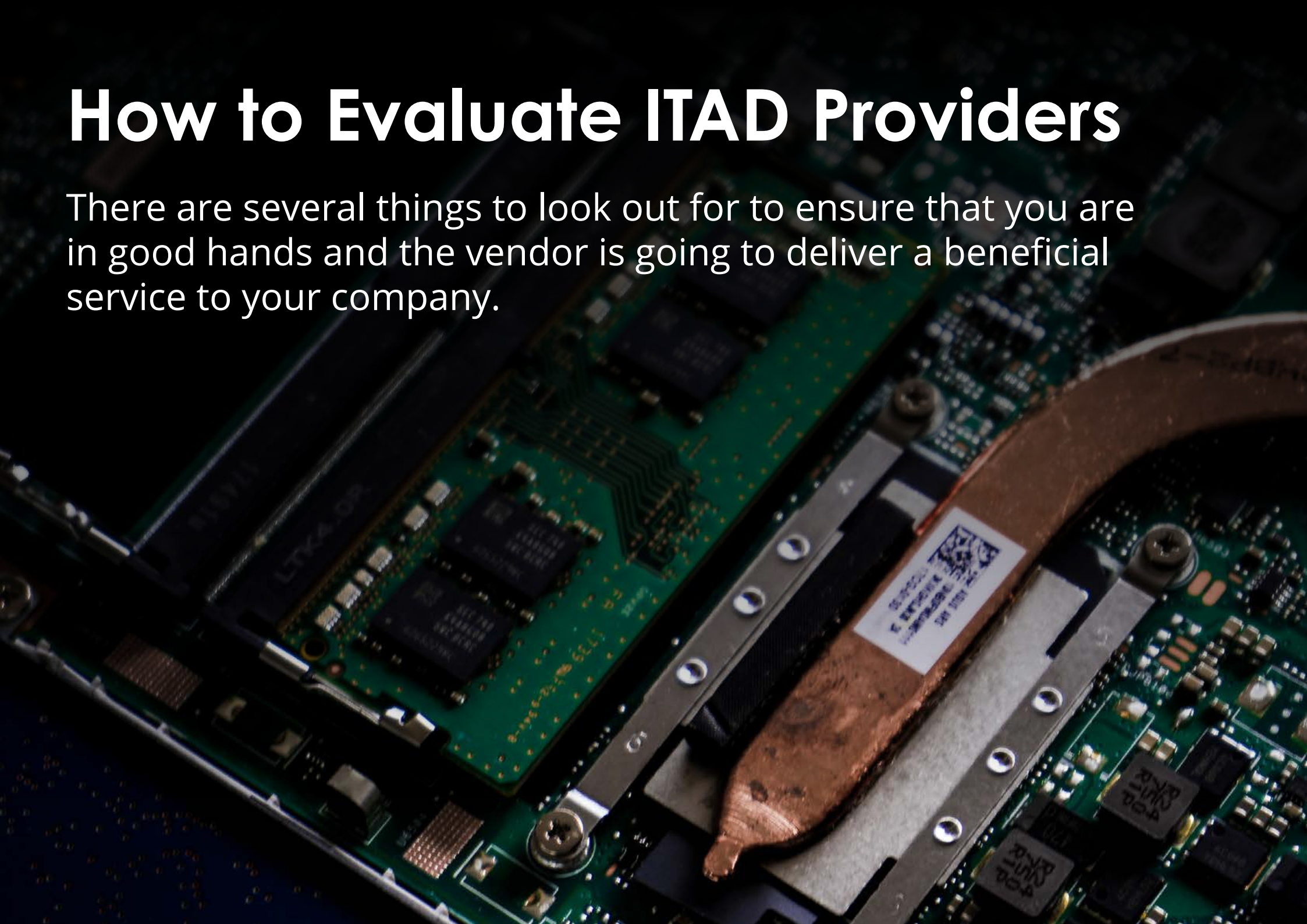
It is important to note that a good ITAD vendor will not overpromise and will be transparent and fair from the outset.

*In 2021, Techbuyer offered over **£1 million in rebates** to organisations of all shapes and sizes.*



How to Evaluate ITAD Providers

There are several things to look out for to ensure that you are in good hands and the vendor is going to deliver a beneficial service to your company.



In the world of ITAD, not all vendors are equal.

The above benefits of ITAD only really apply when you commission a competent vendor. There are several things to look out for to ensure that you are in good hands and the vendor is going to deliver a beneficial service to your company. The stakes are high with ITAD, so it is important to choose carefully!

Let's take Morgan Stanley as an example. In 2016 they fell victim to an ITAD related data breach which has since cost the bank a \$60 million (£44 million) fine and a class action lawsuit. They commissioned an ITAD company to remove, sanitise and recycle the bank's data centres.

Despite informing (and billing) the bank that its devices had been successfully destroyed; the ITAD firm had failed to erase the data and they sold the hardware to another ITAD provider. The new ITAD vendor also failed and sold the devices on again. It is unknown what happened to the devices after this and who had access to the sensitive data.

Morgan Stanley did not commission a competent vendor, and this cost them!

Learn from the mistakes of others and choose your ITAD vendor wisely!

You can evaluate ITAD vendors against these factors:



Accreditations and
Certifications



Data Security Practices



Value Recovery



Testimonials and
Reviews



Personnel



Sustainability

*ITAD related data breach
which has since cost the
bank **\$60 million in fines***



Accreditations and Certifications

Certifications demonstrate an ITAD vendor's ability to offer a complete, effective, and secure service. In the world of ITAD, there are lots of different accreditations and certifications.

However, the ones to look out for are...



*Learn more about the
ADISA certification here.*

ADISA Certification

ADISA aim to promote ITAD as a critical part of an organisation's data protection strategy and offer the leading IT Asset Disposition security certification standard for ITAD providers.

ADISA certified companies have a common goal: to improve and drive best practices within the ITAD industry. The ADISA Asset Recovery Standard has more than 160 criteria against which ITAD providers are assessed. To get ADISA's evidence-based certification, companies must go through an extensive audit process which includes on-site and off-site assessments.

The rigorous assessment process does not stop there. To remain certified, companies must move to the perpetual audit programme, which is a mix of scheduled and unannounced assessments covering operation, physical security, and forensic tests.

Although the majority of ITAD providers operate without an ADISA certification, we would always recommend going with a certified provider. When the stakes are high, you cannot put a price on peace of mind!

ISOs

ISOs are international standards that are published by the International Organisation for Standardisation (ISO). There are 23,957 ISO regulations today which cover almost every aspect of technology and manufacturing.

ISO 27001

ISO 27001 provides requirements for an information security management system that helps companies to protect client and employee information at all stages in the business life cycle. The accreditation demonstrates that a company implements comprehensive information security controls to protect the secure information of its clients.

ISO 9001

ISO 9001 demonstrates a company's motivation to have a strong customer focus and has the goal of ensuring complete satisfaction for all customers. It works as an assurance to customers that a company's management systems are continuously assessed and improved.

ISO 14001

ISO 14001 sets out criteria for an environmental management system. The accreditation assures employees and customers that the business is a credible and ethical supplier, operating to a very high standard environmentally.





R2 Responsible Recycling

This demonstrates a company's ability to ethically recycle IT equipment with full customer transparency. The certification also demonstrates that all end-of-life equipment is recycled in safe conditions and to the highest security standards.








Data Security Practices

Clear and comprehensive data security practices are a must-have for all ITAD vendors.

Clear and comprehensive data security practices are a must-have. When looking on a vendor's website or speaking to them over the phone they should be able to list the steps they take to ensure the security of your assets and business data. If a vendor does not give you any information on their security practices it is likely that they do not have any! Stay well clear of vendors like this, it is not worth the risk.

To gauge a vendor's proficiency in data security, consider the following questions:

-  How are they going to transport your IT assets? Can they offer you secure transportation if you need it?
-  Who is going to collect your assets? Are they security vetted? Do they work for the company or are they external contractors?
-  Do they asset tag your devices on arrival? Do they keep an accurate account of the assets that come in? Are they transparent and do they keep you updated along the way?
-  What data erasure software do they use? Is it widely recognised? Can it guarantee full data erasure?
-  How long do they take to sanitise your data? Will the IT assets be sat around for a prolonged time period? Is there potential that they could be lost or stolen?





Value Recovery

How will the vendor calculate the residual value of your IT assets?



ITAD valuations are tricky. ITAD can be a revenue driver for your company and return large amounts of money.

However, there are lots of different factors which can affect the value of your IT hardware and the cost to the vendor. Some ITAD vendors will not pay you anything for your goods. In some cases, the cost incurred by the vendor will far outweigh the value of the assets. In this instance, you would have to pay to dispose of your technology.

Good ITAD vendors will have a very clear grading document that will show exactly how the condition of IT devices is assessed. They will do everything they can to recover as much value as possible. They may even tell you the things you can do to increase the value of your items.

The best ITAD vendors have the resources to complete the process in the most efficient way, which translates to lower costs for them and, therefore, better value recovery for you. Look for well-established vendors who have experience in dealing with large ITAD jobs. This is a great indicator of an efficient and cost-effective process.

Good vendors will not overpromise and will keep you updated throughout the process. The main thing you are looking for is transparency. A great way to gauge this is to look at the testimonials/reviews or speak to team members and ask questions about how their valuation processes work.





Testimonials and Reviews

When deciding on a vendor, it's a good idea to see how other customers fared first.



Have a good look through the reviews and get a feel for the company and their service. If you are interested in retiring a large number of IT assets it may be worth looking out for reviews and testimonials that show a vendor's ability to cope with ITAD on a larger scale. Good ITAD vendors will have testimonials or case studies about large-scale ITAD jobs that they have undertaken. Looking for and reading these testimonials and reviews is a great way to ensure that the vendor has the infrastructure and resources in place to complete the big jobs efficiently!

Click [here](#) to see what our customers say about our services.



Personnel

Vendors should do stringent checks on all employees to mitigate security risks.

When you select an ITAD vendor, do you know who will be handling your devices and your data? Does the vendor even really know? Do they do security checks on their employees? Are the employees fixed-term or are they external contractors?

These are important things to know. A secure ITAD vendor should have a separate security vetted team who solely deal with data sanitisation. In addition, you should be able to easily find out who will be handling your assets. Ensure that your ITAD vendor can provide accountability throughout the process!





Sustainability

Sustainability is a bigger part of the process for certain ITAD vendors than others.



Sustainability is a cornerstone of ITAD.



The process aims to extend the lifecycle of IT equipment and reduce the amount of new technology that needs to be manufactured. However, sustainability is a bigger part of the process for some ITAD vendors than it is for others. Many ITAD vendors do not have the capability to deconstruct and repurpose certain IT assets internally. If this is the case, they will often seek the help of external companies. Who are these companies? How highly does sustainability rank on their priority list? Will they complete the job in an environmentally responsible way?

You have no way of knowing! Therefore, it is particularly important to research the vendor before making a commitment. Get a thorough idea of their infrastructure and capabilities. Do not be afraid to ask tough questions and find out the specifics.

Look out for sustainability accreditations such as ISO 14001 and R2 Responsible Recycling. These will give you a good understanding of a company's values and how seriously it takes sustainability.

A man in a light grey sweater stands and talks to a man in a dark suit who is sitting at a desk with a headset. They are in a call center with other workers and computer monitors in the background.

The Techbuyer Difference

We are global specialists in buying, selling, and refurbishing enterprise IT equipment.



We are Techbuyer!

We are global specialists in buying, selling, and refurbishing enterprise IT equipment. We help businesses maximise their IT budgets by supplying cost-effective new and quality refurbished servers, storage, memory, and networking equipment from more than 150 brands. We have 7 world-class facilities in key locations including the UK, USA, France, Germany, Australia and New Zealand allowing us to sell to more than 100 countries and hold over £10 million worth of stock.

The circular economy is at the core of everything we do, and we are on a mission to make the IT industry more sustainable by providing organisational IT solutions that make both business and environmental sense.

Now you know what you are looking for from an ITAD vendor, we want to tell you about Techbuyer's award-winning ITAD service and what makes us different.





Security

Techbuyer's ITAD service is highly accredited. In fact, we achieved full ADISA certification faster than any other organisation!

This is due to our experienced team and our commitment to data security practices. Over our 16 years, we have developed the most secure ITAD process. We offer secure GPS tracked transportation, full chain of custody, asset tagging, a security vetted team and a separate secure ITAD facility under 24/7 surveillance. We also use state of the art data erasure software from Blancco and WhiteCanyon (the same software used by the US Department of Defense and NASA). This guarantees 100% data sanitisation.



Service

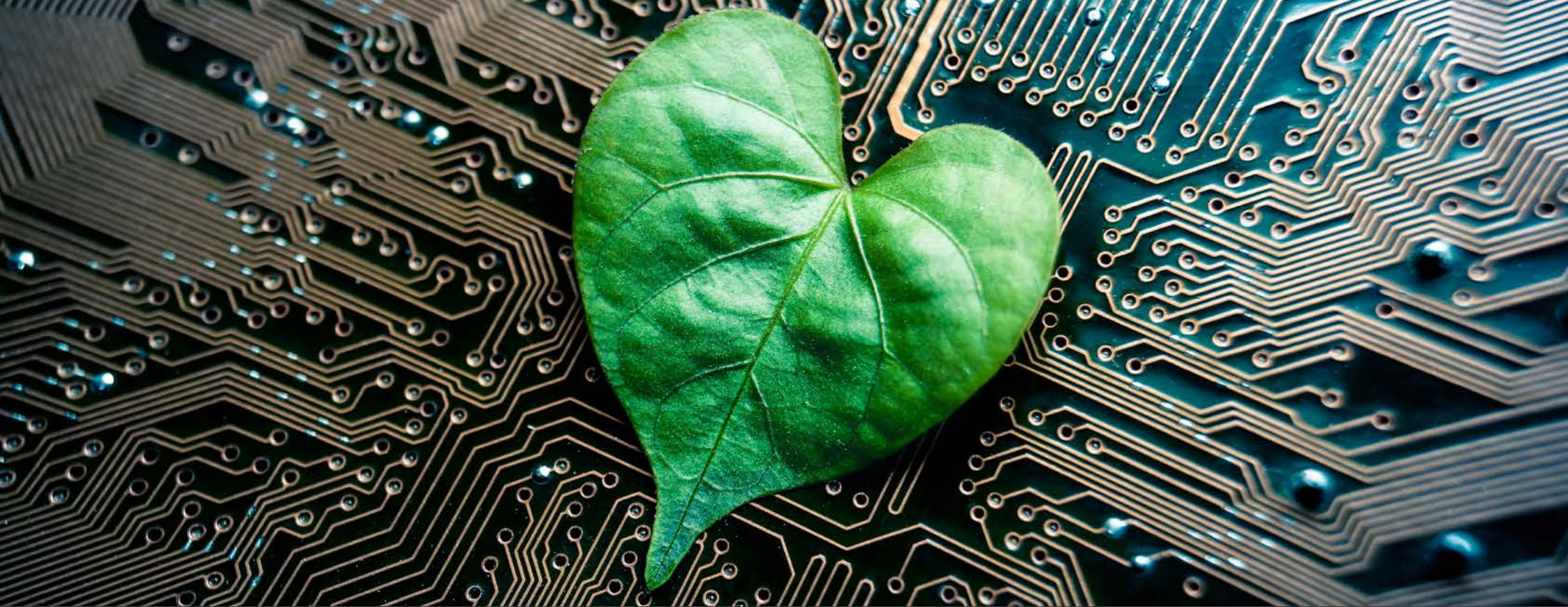
Not only do we deliver on security, we also pride ourselves on our service.

Our five-star customer service team are based in our head office and are on hand to help with all technical enquiries. We also realise that 'time is money' so we do everything with maximum efficiency and minimum disruption. With our data centre decommissioning service, for example, our highly skilled technicians help your business power down safely, minimising downtime and eliminating the risk of data loss. When you make your first enquiry you will receive first-class advice and support within the hour!

Don't just take our word for it, see what our clients have said about us in our [reviews](#) and [case studies](#).

Our ITAD service is built for organisations. Within our ITAD team, we have specialists who offer tailored and bespoke IT solutions for enterprises from all sectors.

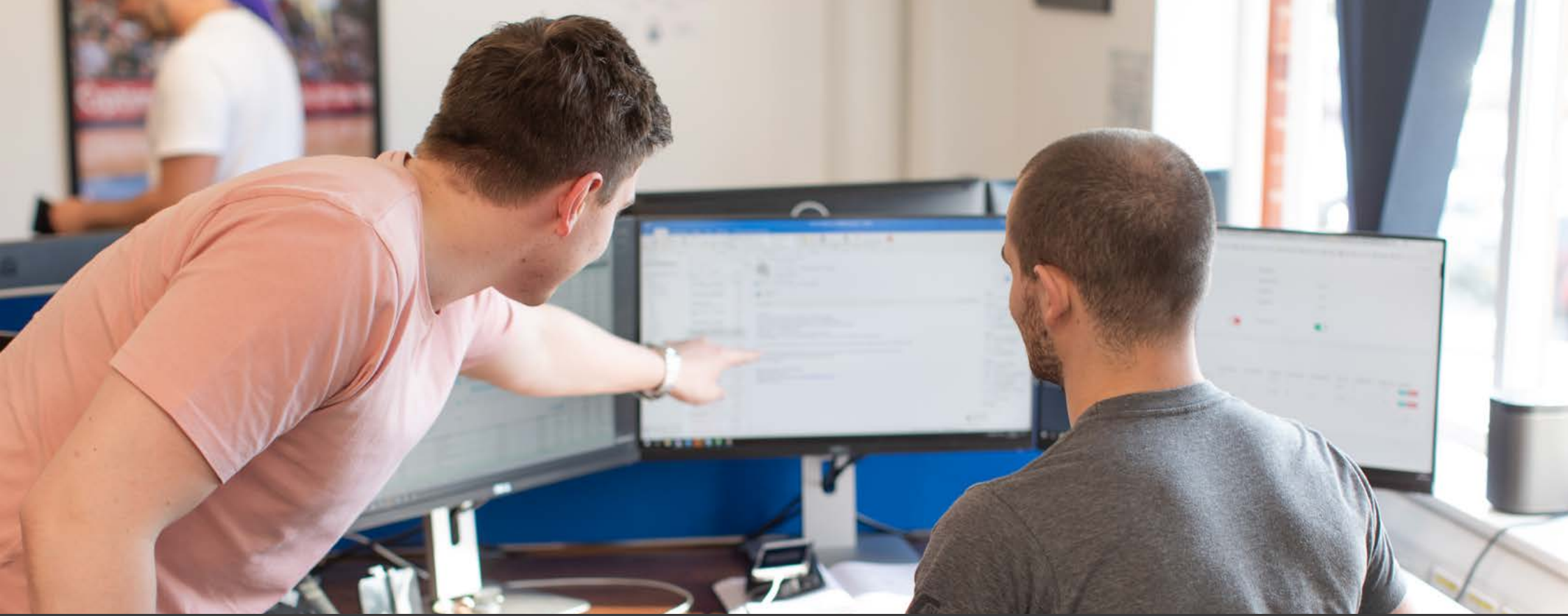




Sustainability

Techbuyer is a sustainable IT solutions provider with the circular economy at its core.

Our team's priority is to extend the product lifecycle of IT equipment wherever possible and reduce the amount of useful technology entering the planet's waste stream. Our commitment to sustainability has not gone unnoticed, we are proud winners of the 'Sustainable Organisation of the Year' award at the UK IT Industry Awards 2021. This award reflects our commitment to furthering circular practices in the IT industry.



Support

Finally, as well as supporting you during the ITAD process it is our mission to provide you with ongoing IT life cycle support. We have a wide range of sustainable IT lifecycle solutions which empower businesses to get the most out of their IT budgets, guarantee data security and operate as sustainably as they possibly can throughout all stages of their journey. When you choose Techbuyer's ITAD service you are joining the Techbuyer community!

"Working with Techbuyer on our ITAD project was top notch. They were quick, professional and gave us a fair price for the equipment. I would highly recommend their services."

Debbie Romano, Service Manager, Ancero

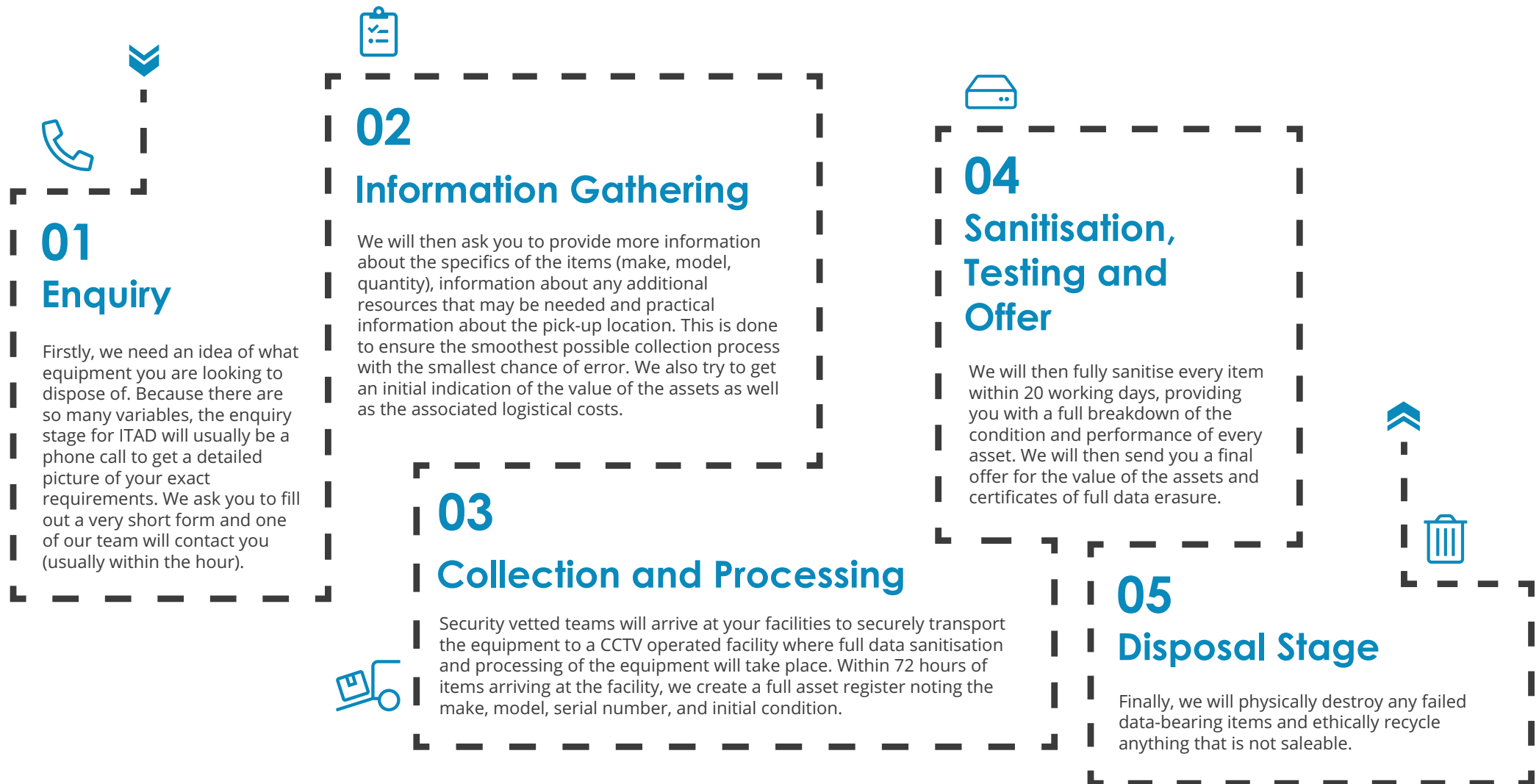
A man in a grey sweater is standing and talking to a man in a headset who is sitting at a desk in an office. The man in the sweater is holding a red folder. The office has several computer monitors and desks in the background.

How Does Our ITAD Process Work?

The ITAD process differs vastly depending on the vendor and the assets being processed. To give you an idea we will run you through our ITAD process.

Techbuyer's ITAD Process

5 steps towards sustainable IT disposal





What's next...

Now you know everything you need to know about ITAD and vendor selection, it's now time to think about what ITAD could do for your organisation.

Our ITAD experts have years of experience in building tailored IT disposal plans to suit the needs of the specific organisation. We take the time to gather information and get to know our clients to ensure that we are delivering the optimal solution. Once you have filled out our enquiry form you will be put in contact with one of our ITAD experts who will gather information and give you a free quote.

It really is that easy!