WE DO **ITAD** RIGHT

Lifespan

How can LifeSpan help your company with its retired, used, and end-of-life IT assets? What do you need? LifeSpan provides a complete range of IT asset disposition services to business and organizations of any size—and anywhere, thanks to our nationwide network of facilities.

IT asset disposition (ITAD) can mean a lot of different things depending on your organization's goals and priorities for your retired equipment, but we feel there are some goals all businesses share. When we talk about ITAD, we talk about responsibly directing your IT equipment to its final disposition, whatever that may be, ensuring the highest value and the lowest risk possible to your company. We handle **desktop computers, laptop computers, mobile devices, servers, network systems**, and any electronic component of your organization's complex IT infrastructure.
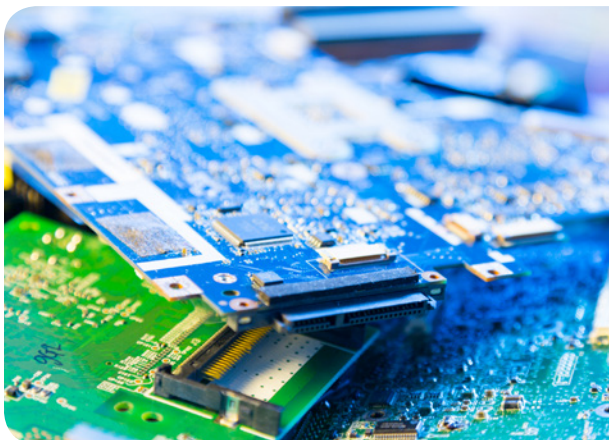
TABLE OF CONTENTS

LIFESPAN'S PRIORITIES

Navigating the often-complex IT asset disposition process without help can be challenging. We make it easier for you and your business, helping you achieve:

- **Value.** We work with you to lower the total cost of the IT asset disposition process and the total cost of ownership (TCO) of the assets themselves.

- **Data security.** We make sure your sensitive data—and that of your clients and customers—is protected and appropriately destroyed throughout the ITAD process.

- **Environmental responsibility.** We believe implementing a solid IT asset disposition process isn't just the right thing for your company; it's the right thing for the whole planet. And it's the law.

- **Compliance.** We are current with the latest federal, state, and local regulations and we will help your company ensure compliance and provide the documentation to support it.

- **Easy but Right.** We work closely with all of the stakeholders in your organization, at all locations, to create a program that is simple for you to manage yet still meets every requirement and regulation.

LifeSpan's Services

LifeSpan provides the following IT asset disposition services (more on each of these in the following pages of this guide):

- Data destruction and sanitization

- Equipment remarketing and investment recovery

- Electronics recycling

- Logistics

We will work with any organization to create a holistic, enterprise-wide IT asset disposition program that encompasses elements of each of these four services, depending on your company's needs and goals.

WHY CHOOSE LIFESPAN? THE LIFESPAN DIFFERENCE

LifeSpan has been a leader in IT asset disposition since 2002. We have contributed significantly to the development and adoption of the major industry standards for IT recycling and data destruction. We are also one of the few ITAD vendors in the nation that has earned all of the leading certifications for electronics recycling and data destruction. Our certifications include:

e-Stewards certification for environmentally and socially responsible practices when recovering hazardous electronic materials.

R2/RIOS Certified Electronics Recycler, the EPA-sponsored industry benchmark for proper electronics recycling and reuse.

ISO-14001 Environmental Management Standard

AAA Certified by the **National Association for Information Destruction**

Microsoft Registered Refurbisher

Companies that work with us also benefit from our nationwide footprint. Having facilities in **every region of the United States** allows us to provide our customers with a lower cost of logistics and a lower carbon footprint. We also provide an experienced logistics management team to help our customers plan to move their equipment in the most efficient manner possible.

Finally, it is our commitment to customer service that our clients most appreciate. We assign a team of ITAD experts to support each account. If you call us for anything, you can be sure you'll get person you know and who knows your company and its requirements.

DATA DESTRUCTION AND SANITIZATION

As data such as financial information, personal identifiers, and corporate secrets become more valuable and data thieves become more sophisticated, safeguarding all the data your company stores has become an ethical obligation as well as a competitive and regulatory one. As your company sends its retired IT equipment out of your control to be remarketed or recycled, the data it contains must not go with it. Doing so risks:

- Costs that can often be measured in the millions of dollars for lost market value, lost customers, and fines

- Upsetting your customers and damaging your company's public image

- Failing to comply with regulations like the Health Insurance Portability and Accountability Act (HIPAA), the Payment Card Industry Data Security Standard (PCI DSS), and Sarbanes Oxley (SOX)

- Violating your company's own data security policies

There are two basic ways to destroy data. LifeSpan can do both:

- **Physical destruction.** We will physically destroy your disk drives and other electronic storage media, rendering the electronically stored data un-retrievable. Then, the material will be recycled in an environmentally responsible manner.

- **Sanitization (wiping).** LifeSpan's certified software-based data destruction process ensures the complete erasure of all data from your disk drives and other electronic storage media. Our quality assurance and forensics process ensures that every drive is successfully sanitized, or it is destroyed.

LIFESPAN'S DATA DESTRUCTION AND SANITIZATION SERVICES

Our process for data destruction and sanitization meets the NIST-800-88 standard, the current U.S. government standard for data destruction and sanitization (which replaces the former DoD 5220-M standard). It's worth noting that the government does not provide a certification for meeting this standard, so some vendors may claim to meet it without providing any evidence that they do.

We, however, can back up our claim with **AAA certification** from the **National Association for Information Destruction (NAID).** NAID audits its AAA-certified members on a scheduled and random basis to ensure they provide the highest level of security and service in the information destruction industry.

Depending on your company's security policies and objectives, we provide **physical destruction** and **data sanitization** for all types of data storage equipment. We can come to your location to perform data destruction there or we can handle it at one of our state-of-the-art facilities.

Data Destruction at LifeSpan's facility

This is the most cost-effective option for secure data erasure or physical destruction. You can elect to have the assets or hard drives securely transported to a secure LifeSpan facility, where the data is then either erased or the device is destroyed. These services meet NIST 800-88 and NAID AAA certification requirements.

This option often requires less of your staff's time, and simplifies the process without compromising data security.

The Sanitization Process at Our Facility

A trained technician will sanitize hard drives using either our LAN-based or array system. The drives can be installed in the assets, in arrays, or loose. Our systems can sanitize magnetic hard drives: SCSI, SATA, FC, IDE, SAS. Also supported are solid state drives (SSDs) and most mobile devices such as tablets and smart phones.

LifeSpan uses a LAN-based erasure system with certified software from Tabernus. Our plant-based systems are capable of sanitizing many devices or array-based hard drives all at one time, maximizing efficiency. Detailed erasure reports for each drive are stored for reference. The parent asset serial number, and/or the hard drive serial number, are part of this record.

Physical Destruction

LifeSpan can physically destroy all of the hard drives we receive from you, or just designated types of drives. The serial number of every hard drive is recorded prior to destruction, providing an auditable record of the disposition.

Data Destruction at your Facility

If the risks of data breach are high for your organization, onsite data destruction may be the best option. The costs are higher, but you are assured that no data leaves your facility. For many organizations, onsite data destruction is only required for certain types of data sources, such as server drives or data center storage arrays (disk or tape). For others, all data-bearing assets or media must be processed at the facility where it was used.

LifeSpan offers a range of onsite services to meet these requirements. All of these methods meet the NIST 800-88 standards and NAID AAA Certification requirements. LifeSpan will manage the onsite project details to ensure data security and to make the process as simple as possible for your team.

The Sanitization Process at Your Facility

LifeSpan will use either a small LAN-based system, a laptop based system, an array, or a USB based system depending on the type of drive, the drive capacities, and the host assets. All that we require from you is adequate space to work, power and possibly an internet connection. The same detailed reports that we generate in our facility are created when we perform the data erasure at your site.

Physical Destruction

LifeSpan can destroy hard drives inside your office or data center, at the dock, or in a truck parked at your dock or door. If you wish you can choose to witness the entire process. The serial number of every hard drive is recorded prior to destruction, providing an auditable record of disposition.

If you need help choosing between data destruction at your facility or at ours, we can work with you to create a data destruction plan that best balances your company's budget and security requirements. It may be that you use both types of services for different assets, locations or data.

Environmental Compliance for Data Destruction

Hard drives contain hazardous electronic waste and you are responsible for the final disposition of the material. LifeSpan will recycle the post-destruction material in compliance with all environmental regulations. Our processes have been certified by e-Stewards and R2/RIOS – the two leaders in third-party certification of electronics recycling.

Just because your company is done with your assets, it doesn't mean that someone else might not have a use for them. **Remarketing** means selling your used IT assets and gaining back some of the price your company paid for them, as well as the cost of the IT asset disposition process. That's what we mean by **investment recovery**.

Successful investment recovery requires knowledge of the resale market as well as a secure data destruction process to ensure that you're reselling your equipment, not your data. That's why it's helpful to work with a remarketing partner like LifeSpan.

LifeSpan's Remarketing and Investment Recovery Services

The members of our dedicated remarketing sales team have their fingers on the pulse of the IT equipment resale market. They follow the latest hardware and software trends and know how to market your assets for maximum value.

Our team can also advise you on the tricky question of data sanitization vs. the physical destruction of hard drives. Equipment containing functional hard drives is almost always worth significantly more on the resale market, so, generally, sanitization is a higher value option. However, in some cases physical destruction is a requirement. Of course, whichever you choose, we perform NAID AAA certified data erasure on all the equipment we resell – even if you say your team has wiped the drives already.

Some vendors specialize in reselling certain types of equipment or in certain regions. LifeSpan is not subject to these limitations. We have local, regional, national, and international wholesale and retail channels for all types of used technology. As a **Microsoft Registered Refurbisher** we can refurbish equipment and install new licenses for Microsoft Windows and Office software for resale, increasing the value returned to you.

Other Reuse & Recycling Options

Our other reuse services include helping you donate your company's assets to a charity that you select —an opportunity for good community relations and employee engagement. Another option is setting up an employee purchase program, giving your employees a chance to take home your company's used equipment at a discount off retail. We can also help you organize employee recycling events, in which your employees can bring all of their old electronics from home and easily recycle them, with full assurance their data has been securely destroyed and their equipment has been recycling properly. This is a great employee benefit!

ELECTRONICS RECYCLING

Proper electronics recycling matters because not doing so can cost your company in the long run. Companies with poor electronics recycling practices risk fines and fees for violating environmental regulations, as well as costly cleanup efforts. Electronics recycling has been in the news lately and is on the radar of some influential environmental organizations. If you're not handling your IT assets properly at the end of their life cycle, you risk serious damage to your company's public image. On top of that, proper electronics recycling is required for compliance with state and federal laws.

LifeSpan's Electronics Recycling Services

The best way to ensure your electronics recycling vendor is doing the right thing environmentally with your retired assets is to check if they have received any of the leading third-party certifications for safe and responsible recycling practices. These certifications show that your vendor has (or has not) passed a rigorous auditing process.

LifeSpan has the both of the certifications in the electronics recycling industry:

- e-Stewards

- R2/RIOS

These certifications demonstrate that LifeSpan:

- Follows all local, national and international environmental standards and regulations.

- Does not send materials to non-compliant facilities, domestic or abroad.

- Keeps toxic material from reaching landfills.

- Adheres to the NIST 800-88 standard for data destruction.

- Manages its operation to a high standard for worker health and safety.

Logistics in an important part of the IT asset disposition process because, by definition, you're moving equipment from your facilities to somewhere else, so getting it there in the most efficient, lowest cost, lowest risk manner matters. The logistics of IT asset disposition can be the most time consuming and expensive part of the process. It involves:

- Ensuring data security.
- Packing equipment properly to avoid damaging it and reducing its value
- Loading the equipment onto trucks.
- Transporting the equipment.
- Keeping track of every piece of equipment throughout the process to ensure proper reporting during an audit.

All of this can be costly and disruptive if not handled correctly. Working with a partner like LifeSpan simplifies logistics.

LifeSpan's Logistics Services

LifeSpan has the experience, expertise, and reach to make sure your IT assets are transported efficiently from your facilities to their final disposition the most cost-effective and efficient way possible. We can advise you on how to properly pack and store your used equipment, or we can come to your locations and do it for you. We can pick up any quantity of equipment anywhere you have an office using dedicated LifeSpan trucks. This way you can be sure it is only our qualified team members handling your valuable assets.

LifeSpan's logistics services also include:

- **EZ Cycle box services**, a simple solution for recycling smaller quantities.
- Customized, locking containers for laptops and PCs.
- **Shipping totes and bins.**
- Trusted partnerships with white-glove logistics providers.
- **Chain of custody services** to track your equipment through the entire recycling or data destruction process.

A HOLISTIC ITAD PROGRAM – NATIONAL OR GLOBAL

All of the services described in this guide are important parts of the IT asset disposition process, but in our experience, they are most effective when combined strategically at the enterprise level into a complete ITAD program.

As your company expands, consolidates, and goes through refresh cycles, it will continue to need ITAD services such as data destruction and sanitization, remarketing, and recycling. Planning a complete, enterprise-wide ITAD program will result in a more cost-effective, more efficient, and lower risk process than dealing with each disposition scenario in every location separately. It will also make it easier for everyone in your organization to do ITAD right, ensuring that every disposition meets your company's standards and requirements.

Planning a Holistic ITAD Program with LifeSpan

If you're interested in planning and implementing an enterprise-wide ITAD program at your company, LifeSpan can help. We start by performing an assessment that takes into account the needs of every stakeholder in your organization and then build a program designed to meet those needs. Because LifeSpan provides the full range of IT asset disposition services everywhere in the country, we are prepared not only to help you create an enterprise-wide ITAD plan, but to execute it as well, becoming your go-to source for everything ITAD and simplifying the process for everyone in your company.

If you would like to start the planning process, click on the link below or contact us at (888) 720-0900 to schedule a free assessment for your company.

LifeSpan's Next Gen ITAD Program

Sign up for a FREE 360 degree ITAD assessment and see what a next generation desposition process looks like for your company.

Click to apply for LifeSpan's exclusive Next Gen ITAD Program