Extend the Lifecycle of Your Enterprise Technology Assets


That's when you turn another page. Even long after the technology’s story is closed.

Finding value hidden deep within your innovations of yesterday. Turning inefficiency into opportunity. Simplifying the complex. Reducing and reusing.

When you’re ready to uncover the value you never knew existed, then you’re ready to work with us.

With Arrow’s disposition services, it’s often not the end of your product’s life—but the beginning of a different one.
Build Your IT Asset Disposition (ITAD) Strategy

Your IT asset governance program should cover the full lifecycle of your distributed and enterprise assets, from deployment through to taking those assets offline at the end of their useful life. Even then, those end-of-life assets contain value—and risk—in many forms that you need to consider in your IT asset management strategy. As a recognized global leader in the ITAD industry, Arrow offers a range of technology lifecycle solutions to help you shape your strategy and achieve your goals in security, sustainability, and managing at scale.

Data security, global compliance, and value return issues continue to grow in scope and complexity. In your role as a business leader, you need a trusted partner to help you navigate this complexity and execute consistently on your global technology plan. Arrow’s team of experts is focused on listening to your situation, understanding your goals, and then applying their knowledge and experience to create a flexible, locally managed, transparent program customized for you.

Make the Most of Your Asset Disposition Initiatives

> Standardize IT asset security and disposition processes everywhere you operate
> Protect the personal information of everyone who touches your business
> Extract greater value and find new uses for retired technology
> Contribute to corporate sustainability, social responsibility, and a greener planet
Uncover Hidden Value at the End of Life for Your Technology Assets

Realizing value for your retired technology includes getting financial return through remarketing and enjoying improved operational efficiencies. Following a reuse-first philosophy, Arrow can direct your assets to follow one of multiple paths to recover as much residual value as possible following data sanitization—remarketing through one of our expert channels, re-imaging and redeployment within your organization, donation on your behalf, or, if none of the other options are feasible, recycling through transparent and auditable methods.

Know Your Options

Getting the most for your assets means first understanding what is in your inventory and then establishing its value. Through a comprehensive, multi-point process, Arrow’s team of experts performs a detailed triage on your technology equipment and devices. This process of inspection, testing, and analysis determines whether each asset can be repaired, refurbished, and moved back into the lifecycle through resale or donation, or if it must be dismantled and recycled.

Establish Your Assets’ Remarketing Value

Knowledge is power when it comes to leveraging the value of your retired IT assets for future IT investments. Using proprietary software and Big Data analysis, Arrow’s in-house global commodity experts can help you determine the market value of your assets. Arrow’s global remarketing network can then ensure you’re getting the maximum value.

Fund Future IT Investments Through Your ITAD Strategy

Reduce your spend on vendor management costs
For each vendor involved in your enterprise technology lifecycle, you pay vendor fees as well as costs in the form of headcount needed to coordinate those vendors. Arrow brings a single-source solution to manage your full technology lifecycle, allowing you to refocus your financial and human resources on your business priorities. In addition, Arrow’s team can help you navigate the requirements of user organizations, the demands of proper disposition, and ever-changing certifications, regulations, and compliance laws.

Transform your technology into a strategic business driver
If you could predict your enterprise technology spend, you could better identify ways to fund your strategic business priorities. Arrow’s Device-as-a-Service offering is a comprehensive power-on to power-off asset lifecycle program that helps improve your forecasting by offering a flat, monthly subscription fee that you can count on.

Minimize your capital outlay for enterprise devices
Financing your enterprise asset needs can mean a large up-front capital outlay and holding on to rapidly depreciating assets. Through Arrow Capital Services, you have access to flexible financing options, including subscription-based services for asset lifecycle management.
Protect Your Brand & Corporate Reputation

Your brand’s reputation is your most valuable asset as a company, which is why you need to carefully navigate the maze of local compliance and regulations associated with technology disposition. You can rely on Arrow’s global expertise to help standardize data security and disposition processes everywhere you operate. From secure logistics and transportation to comprehensive reporting tools, our ITAD solutions cover all of your enterprise technology types. For extra levels of defense, our custom ITAD options include enhanced chain of custody and on-site data sanitization services.

MANAGE YOUR RISK

You face many risks in today’s market—data breaches, environmentally irresponsible disposition, and changing regulations are among them. As a global leader in technology lifecycle management, Arrow knows these risks and invests in the global processes, systems, and compliance protocols required to deliver sustainable solutions you can trust. Arrow’s world-class global compliance program makes it possible to:

> Trace chain of custody from collection of assets through to disposition
> Comply with myriad regulations on a global basis
> Provide brand protection worldwide
> Ensure consistent quality and service-level delivery
> Streamline costs and minimize risk of downtime
> Demonstrate a process for continuous assessment and improvement
> Protect the health and safety of everyone who touches your equipment

ENSURE DATA SECURITY

A critical element of your data security process should be the permanent removal of data from IT assets, even if you plan to redeploy those assets within your own organization. Leveraging Blancco’s patented data erasure methods, Arrow’s data sanitization and destruction services align with U.S. Department of Defense and NIST SP 800-88 guidelines. We also adhere to the local standard in the countries in which we operate, such as BSI, CESG, and DIN. If your assets cannot be redeployed or remarketed, Arrow will employ NIST-/NAID-compliant processes, including shredding, punching, or degaussing hard drives.

TAKE A GLOBAL APPROACH

In your business, you seek consistency, transparency, and confidence. As a leader charged with finding reliable vendors, you seek global partners who understand the complexity of your global operations. To meet our customers’ needs, Arrow implements comprehensive security measures designed to protect your data and assets. Our uniform standards and quality controls ensure our clients have a single-source option that delivers consistent levels of service and security around the world.

The Ponemon Institute estimates that data breaches cost an average of $3.62 million (according to their “2017 Cost of Data Breach Study”), due to fines, remediation, expenses, reduced productivity, and lost customers.
Support Your Organization’s Commitment to Sustainability

When your technology reaches its end of life, you want to ensure you’re doing the right thing for your company and the environment. Arrow’s universal approach to environmental compliance on a global scale exceeds the requirements of any single, existing industry standard. Arrow’s global compliance policy includes stringent controls for:

> Maximum reuse of electronics
> No placement in landfill or incineration of hazardous material
> No unlawful export of e-waste
> Prohibition of child or forced prison labor anywhere in the supply chain

> Compliance with ISO 9001, ISO 14001, ISO 27001, BS 11000, NIST, OHSAS 18001, R2, and ADISA in many locations across the globe
> Compliance with all regional and local requirements in addition to global compliance, including the WEEE Directive and GDPR in Europe
> Sustainability, corporate social responsibility, and compliance reporting support for common assets processed by Arrow

What you do with end-of-life technology is up to you. Arrow finds meaningful life for assets through an actionable reuse-first policy. Depending on an asset’s condition, you can have it refurbished and redeployed in your organization, you can remarket it to find fiscal value for future IT investments, or you can donate it. Arrow supports a variety of charitable donation programs designed to bridge the digital divide by repurposing and distributing used computer equipment to those in need. Examples include a 10-plus-year relationship with NGO Close The Gap in Europe and multiple programs in North America and Europe, directing used equipment to qualifying students, veterans, and low-income families.
Transportation & Logistics Options

As organizations face increased pressure to protect and account for all data-bearing assets, they need a partner they can trust to provide security and peace of mind when a device is retired. Proper ITAD begins with careful preparation of the assets and secure transportation. That is why Arrow offers a range of logistics options to meet your unique needs. Whether your organization requires higher-level chain of custody or a more standard approach, Arrow’s team of experts will work with you to determine the right solution to meet your organization’s needs.

TRANSPORTATION SERVICES

When you choose to have your data erased at an Arrow facility, you can decide how to transport your assets, including:

> Dedicated truck
> Secure container transport
> Parcel ship support

ON-SITE SERVICES

For organizations requiring higher-level chain of custody, Arrow can provide services at your location. Services may include:

> On-site data erasure
> Physical inventory of your assets
> On-site asset verification
> Data center decommissioning
> Secure cart rental for storing your assets
> Arrow Pack and Ship to prepare assets and transport them to an Arrow facility for processing

REPORTING

Arrow’s asset management system provides transparency for the full asset disposition process through reporting sent by email or via access to Arrow’s online portal. Depending on your location, available data includes:

> Asset reconciliation reports
> Variance reports
> Automated updates on pickup and shipment status
> Allocation for redeployment, resale, or recycling
> Environmental impact data
> Invoices

In addition to these on-site, transportation, and reporting capabilities, Arrow’s other services include warranty repair and sourcing, software imaging, hardware integration, employee purchase programs, lifecycle asset management, managed deployment services, leasing solutions, mobile-specific expertise, solid state drive expertise, and asset tagging.

Customize Your ITAD Services

Your organization’s unique transportation and logistics needs can be addressed with custom ITAD solutions. Your requirements may change depending on a number of factors, including your industry’s security requirements or even the bandwidth of your IT team. Arrow gives you flexibility by offering ITAD solutions that can be tailored to meet your needs.

How your assets are packed and shipped is one factor in ensuring the security and value of your end-of-life assets. Arrow provides transportation and logistics that include guidelines for packaging, collecting, and transporting assets. Arrow also provides reporting on your assets’ disposition for compliance and auditing purposes. Features of our transportation services include an Arrow-owned fleet, secure container transport, dedicated freight, expedited freight, GPS tracking, TAPA-compliant processes, insured/certified/bonded, and national/international coverage.
Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn’t quite exist yet—the world of Five Years Out.

Five Years Out is the tangible future. And the people who live and work there know that new technologies, new materials, new ideas, and new electronics will make life not only different, but better. Not just cheaper, but smarter. Not just easier, but more inspired.

Five Years Out is an exciting place to be. So exciting that, once you’ve been there, it’s hard to get excited about the present. Because we know what’s coming is going to be so much better.

Five Years Out is a community of builders, designers, engineers, and imaginers who navigate the path between possibility and practicality. Creating the future of everything from cars to coffeemakers.

Are you one of them? Then you’re probably working with us.

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