



SUCCESS STORY

IT Solutions Company



"Thank you very much for turning this around so quickly. Five days was just WOW! Five days from signed SoW to project execution exceeded our expectations. I am excited for us to take the next steps across the county."

- Logistics Support Manager



PROFILE

250K CUSTOMERS

US BASED

150+ COUNTRIES

15K EMPLOYEES



EXECUTIVE SUMMARY

A Fortune 500 global IT solutions provider lacked the necessary network of environmentally compliant IT recycling locations to win a 5-year contract with a long-standing national governmental organization. The company leveraged DMD's IT asset disposition (ITAD) services for a secure chain of custody, with Certificates of Recycling (CoRs) for all IT assets.

ABOUT THE COMPANY

A US-based company specializing in IT solutions with 250,000 enterprise customers in over 150 countries.

THE CHALLENGE

This IT solutions provider had a long-standing client, a governmental organization, that required the secure disposal of over 40,000 IT assets scattered across 35 U.S. states.

To secure this 5-year contract, this solutions provider first had to successfully demonstrate ITAD competency with a pilot disposition of 8,996 printers requiring environmentally compliant recycling centers within 90 miles of each asset.

Because of this IT company's partner services approach, they needed an ITAD partner who provides a governed solution with strict adherence to EPA and R2v3 environmental procedures and comprehensive reporting within 45 days of asset receipt.

COMPANY GOALS

- Leverage IT asset disposal (ITAD) services from a provider with governed national reach.
- Achieve complete asset accountability with detailed tracking and reporting.
- Uphold EPA and R2v3 environmental compliance.

DMD STATS

55

COUNTRIES SERVICED

56M LBS

CO2 SAVED

0

DATA BREACHES, EVER.

638,318

TERABYTES DESTROYED

12%

OF THE F500

*FROM 2024

DMD provides comprehensive ITAD services across the IT categories: Data Center, End User Compute, and Mobility; for Fortune 5000 companies and top 500 cloud providers in America who need to disposition unnecessary IT assets, value their data security, our environment, and desire a governed solution, with a Reuse-First™ ITAD policy.

SOLUTION

DMD worked with this client and the solutions provider to deliver environmentally compliant recycling and secure disposal of IT equipment.

DMD coordinated the delivery of the printers to 9 IT recycling locations. Upon receipt, DMD weighed and scanned all assets into inventory, validating each serial number with the client's records with verification of demilitarization and secure erasure.

DMD dismantled and responsibly recycled the assets to their proprietary process, exceeding EPA and R2v3 certified guidelines, with zero electronic waste sent to landfills.

All detailed reports and sustainability metrics were extended to the client via an online portal within 5 days of the committed 45-day Service Level Agreement (SLA). The details included a serialized report of all assets received and Certificates of Recycling (CoRs) for all assets, sorted by gross weight per shipment.

RESULTS

DMD recycled 8,996 printers across nine locations and delivered all reports and certificates through an online portal in 5 days. DMD's agile asset management secured the 5-year contract for disposing of the remaining assets, which is now underway.

8,996

HIGHLIGHT

printers responsibly recycled to EPA & R2v3 guidelines.

0

HIGHLIGHT

E-waste sent to landfills.

5

HIGHLIGHT

Days from SoW to Completion.

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