

Many recyclers promise the moon, but can they deliver on those promises?

In the IT disposal industry, prevention is worth several tons of cure. Unfortunately, there are inherent conflicts when you rely directly on a recycler. Unmanaged IT disposal increases the risk to your organization. Without an unbroken chain-of-custody, you are not truly compliant. Furthermore, you are 100% exposed to the downstream risks. Unscrupulous recyclers may tell you they are compliant, but how can you really be sure they are making good on that promise?

Scenario 1: Trust See No Evil

- 1 Larry counts up the pieces of equipment set to be disposed of for Widget Co.'s East Coast office.
- 2 The recycler Larry contracted to dispose of the equipment delivers an "official" inventory of what his company disposed of.

THE PROBLEM: Larry has no control of the situation. There is no transparency so it's tough to see that the recycler has done the job properly. He is relying on the accuracy and honesty of the recycler, and there's no oversight in identifying employee theft, driver theft or mistakes made by the recycler during the disposal process. **Larry sees no evil.**

Scenario 2: Tell Hear No Evil

- 1 Sally makes an inventory of the equipment to be recycled for Widget Co.'s Midwest office.
- 2 The equipment is loaded and shipped to the recycler to verify they received all the items.
- 3 The recycler "verifies" that all items on Sally's inventory were received and properly disposed of.

THE PROBLEM: There is no accountability. Sally is assuming the recycler is being honest when they tell her they verified that all the items she inventoried were accounted for during the disposal process. There is no way to identify employee or driver theft and if there's a problem, the recycler has an easy excuse by simply saying, "We never got it." **Sally hears no evil.**

Scenario 3: Compare Speak No Evil

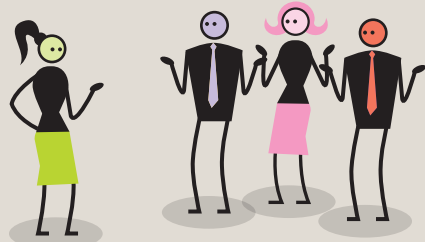
- 1 Burt inventories the equipment to be recycled for Widget Co.'s West Coast office.
- 2 Burt sends the equipment to the recycler who creates his own inventory list and then disposes of the equipment.
- 3 The recycler sends Burt an inventory list of their own so that Burt can compare his original inventory with the recycler's.

THE PROBLEM: The issue with Burt verifying is that Burt cannot do it effectively. If Burt does make the manual effort to compare his inventory versus the recycler's inventory, how will Burt deal with the untracked items? It would be virtually impossible for Burt's inventory to match the recycler's inventory. The reality is Burt will simply tell Pam everything looked okay. Without doing it herself, it would be hard for Pam to verify Burt really did a comparison. **Burt speaks no evil.**

CONCLUSION: None of these scenarios meet Pam's desire to control costs, avoid risk and maximize value. Furthermore, each scenario has serious problems that limit Pam's ability to confirm that Widget Co. is really compliant with the law. Despite understanding the pitfalls of past mistakes, her regional managers have just as many questions as Pam about the best solution. They know there are better options for disposing of Widget Co.'s IT equipment, but what are they and who should they talk to about them?



Pam is the corporate IT director for Widget Co. In order to standardize the company's IT disposal process she meets with her regional managers to review the past disposal scenarios, but to the managers the issue is one of see no evil, hear no evil and speak no evil.



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