



## Customer Success Story

### Fortune 500 Financial Institution

## Exceeding SLA's and Global Expansion

A Fortune 500 Financial Institution sought a new IT asset disposition (ITAD) provider in search of improved customer experience. The search for excellence in ITAD services led them to Dynamic Lifecycle Innovations, initiating a partnership that not only met SLA requirements but exceeded them at every turn. The ensuing partnership led to a strong partnership, ongoing global expansion, and referrals to subsidiary organizations.

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*They have a solution for every ask. Our last vendor couldn't solve one of our global challenges in months, Dynamic got it done in 2 weeks.*

### CHALLENGES

#### Improving Vendor Client Relationship

A Fortune 500 Financial Institution was facing challenges with its ITAD vendor, including:

- **Meeting SLAs:** The client struggled with their previous vendor to receive timely pick up, settlements, and reporting.
- **Communication Breakdown:** Keeping the client abreast of request receipts was important to ensuring their program was running smoothly.
- **Value Return Challenges:** Significant price hikes surrounding transportation coupled with low ROI on resale were not being addressed by the previous vendor.

### THE SOLUTION

#### Partnership Built on Communication

Dynamic Lifecycle Innovations built a customized offering focused on providing premier service through:

- **Exceeding SLAs:** Dedication to a three-day timeline from request to pick up against an SLA of five days.
- **High Levels of Communication:** Dynamic commits to responding to all pickup requests within one business day.
- **Stable Costs, Improved Value:** By providing consistent costs, and improving on resale value and revenue share, Dynamic helped turn the clients ITAD program into a financial win.

## CONCLUSION

### From Consistency to Expansion

The collaboration between the Fortune 500 Financial Institution and Dynamic Lifecycle Innovations has set a benchmark in the ITAD industry for customer service excellence. With improvement in meeting SLAs, logistics costs, and a greater return than their previous vendor, the partnership has grown to include international locations. This case study exemplifies how improvements in operational efficiency can lead to a growth in partnership.

## Results



### Return on Investment

Through consolidation of materials and process efficiencies, the client saw a value return over \$330,000 in the first year of partnership.



### Internal Referrals

Following the early successes, the client referred one of their subsidiaries to begin a new ITAD program with Dynamic.



### Collaborative Partnership

Both the Dynamic and the client strive for collaboration. The client is consistently responsive to requests, in turn allowing Dynamic to exceed SLAs.



### Exceptional Service

The customer experienced unparalleled customer service, including settlements and reporting above and beyond SLAs, setting a new standard for their vendor relationships.

## About Dynamic

Dynamic Lifecycle Innovations is a global leader in IT asset disposition, data security, and electronics materials recovery. We specialize in delivering secure, sustainable, and value-driven solutions for nationwide healthcare and global Fortune 1000 organizations. Our customized service packages safeguard sensitive data, simplify complex logistics, and maximize value recovery, all while helping organizations achieve their sustainability and ESG goals.

**95**

Net Promoter Score

**9.98**

Customer Effort Score

**9.34**

Customer Satisfaction

### Learn More About Dynamic's Solutions

Schedule a consultation with one of our corporate service specialists today at [www.thinkdynamic.com](http://www.thinkdynamic.com).