



Building A Strong Partnership Through Communication

Through a structured and collaborative approach, Dynamic Lifecycle Innovations established a strong partnership with FedEx. They laid the foundation for a scalable, trust-based collaboration that continues to evolve with the client's growing needs.

PROBLEM

Critical ITAD Breakdown

FedEx faced a pressing logistical and operational challenge: the sudden termination of their previous ITAD vendor had created a 1,200-pallet equipment backlog, stalling workflows and threatening SLA compliance across facilities.

CHALLENGES

Critical ITAD Breakdown

With rising pressure to ensure secure data handling and environmental accountability, FedEx initiated a rigorous RFP process in search of a new long-term partner that could resolve the backlog—and support evolving needs at scale.

THE SOLUTION

Planning and logistics

Dynamic Lifecycle Innovations responded with a detailed, forward-thinking proposal built around six key pillars of partnership success. This approach not only won the RFP but laid the groundwork for a highly collaborative, continuously evolving relationship.

“From the vendor transition to day-to-day management, the Dynamic team has been a timely, responsive, and outstanding partner”

James Bailey, IT Asset Manager at FedEx

Results at a Glance

Over 18 Months

Backlog Cleared	<6 Months (Ahead of Schedule)
Total Material Processed	3,364,750 lbs
Orders Settled	179
Locations Serviced	2
Assets Remarketed	40,100
Revenue Returned	\$3,490,000.00

CONCLUSION

Cultivated a Successful ITAD Partnership

By leveraging strong communication and focusing on customization, we were able to build a lasting partnership that was successful for FedEx.

Pillars for Success



Transparency

A structured and transparent RFP and onboarding process builds trust.



Collaboration

Collaborative problem-solving drives measured results and efficiency.



Adaptability

Maintaining open communication fuels efficient problem solving.



Consistency

Establishing a meeting cadence solves problems early.



Continuous Improvement

Mutual business understanding leads to sustained success.



Scalability

Scalable solutions future-proof the partnership for growth and organizational changes.

About Dynamic

Dynamic Lifecycle Innovations is a global leader in electronics and materials lifecycle management, delivering secure, sustainable, and value-driven solutions. We specialize in IT asset disposition and data center decommissioning. 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.