

CASE STUDY

Fortune 500 Energy Provider

Customizing IT Asset Disposition



\$100k+

Asset Value Recovery in First Three Months

5

Weeks from Contact to Fully Onboarded

1

Partner for ITAD and Electronics Recycling

THE CHALLENGE

Simplifying a Complex IT Asset Disposition Program

With unique challenges and diverse equipment to be disposed of, the client needed a vendor who could create a custom program to solve:

- **Fragmented Vendor Landscape:** Separate vendors and internal teams for ITAD and recycling created inefficiencies and inconsistent service.
- **Disconnected Workflows:** Multiple processes and handoffs slowed execution and made it difficult to manage assets consistently across teams.
- **Value Return Challenges:** Significant price hikes surrounding transportation, coupled with low ROI on resale, were not being addressed by the previous vendor.

THE SOLUTION

Optimizing Workflows to Improve Results

Dynamic Lifecycle Innovations built a customized program built on creating workflows that work for the client:

- **Vertically Integrated Solutions:** Dynamic became the sole partner for both ITAD and electronics recycling, supporting multiple teams under one streamlined program.
- **Unified Asset Disposition Program:** Dynamic streamlined workflows across teams by managing all assets through a single, coordinated process, reducing handoffs, simplifying execution, and improving consistency.
- **Fast Onboarding, Immediate Impact:** By going from first engagement to fully onboarded in just five weeks, Dynamic was able to impact the program immediately, generating \$100k in resale within the first 3 months.



THE RESULTS

- First pickup executed just five weeks from initial contact
- Consolidated vendors for ITAD and electronics recycling through Dynamic's in-house recycling capabilities
- Over \$100,000 in recovered asset value within the first three months of partnership

OPERATIONAL IMPACT SPOTLIGHT

Immediate Success and Continuing Progress

Dynamic's vertically integrated approach delivered immediate value for the client by simplifying asset disposition, accelerating onboarding, and unlocking meaningful resale revenue within months.

By combining:

- Transparent pricing
- Diverse capabilities
- Flexible value recovery
- High tough service



Dynamic transformed asset disposition from a fragmented process into a strategic advantage. The result is a strong, growing partnership built on speed, trust, and measurable results.

ALIGNMENT THROUGH COMMUNICATION AND CUSTOMER SERVICE

An Elite Customer Experience

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

- ✓ **95** Net Promoter Score
- ✓ **9.98** Customer Effort Score
- ✓ **9.34** Customer Satisfaction



READY TO OPTIMIZE YOUR ITAD PROGRAM?

Schedule a consultation with one of our IT asset disposition solutions experts today.

