

CASE STUDY

Fortune 500 Financial Institution

Building a lasting partnership

\$330k+

Asset Value Recovery
Year One

3 Day

From Request to Pickup

Global

Expansion of the
Program

THE CHALLENGE

Improving the vendor-client relationship.

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

- **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.

Within the first year of partnering with Dynamic, they recovered over \$330,000 in value while improving service, expanding globally, and turning their ITAD program from a cost center into a financial win.



THE RESULTS

- \$330,000+ in value return during the first year of partnership
- Program expanded to cover all locations globally
- Turned ITAD from a cost center into a financial win

OPERATIONAL IMPACT SPOTLIGHT

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.

- Meeting and exceeding SLAs
- Reducing logistics costs
- Providing a greater return on retired assets
- Improved operational efficiencies

Through strong communication and boutique-level customer service, a lasting partnership was crafted to support end-of-life disposition.



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



“ 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. ”

READY TO OPTIMIZE YOUR ITAD PROGRAM?

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

