

CASE STUDY

Fortune 100 Financial Organization

Seamless ITAD Vendor Transition Through ServiceNow Integration

**13**

Year incumbent vendor replaced

1

Custom ServiceNow Integration

100%

Integration before first pickup

THE CHALLENGE

Complex Requirements. No Room for Disruption

After more than 13 years with its previous ITAD provider, a Fortune 100 financial institution selected Dynamic as its new lifecycle partner.

To support a successful transition, Dynamic needed to:

- Enterprise-grade security, audit, and compliance alignment
- Real-time asset visibility through ServiceNow
- Automated lifecycle reporting that eliminated manual processes
- Full integration readiness before the first shipment, enabling a seamless vendor transition

The organization expected operational continuity from the first shipment forward.

THE SOLUTION

Custom ServiceNow Integration Built Before Go-Live

Dynamic partnered closely with the client to develop a customized ServiceNow integration that aligned with its existing reporting, visibility, and compliance requirements.

As a lifecycle partner, Dynamic delivered:

- A customized ServiceNow integration aligned to the client's reporting and workflow requirements
- Automated asset lifecycle reporting and real-time visibility within ServiceNow
- Audit-ready asset documentation and lifecycle accountability
- Full integration readiness before the first shipment

The solution seamlessly connected Dynamic's platform with the client's ServiceNow environment, eliminating manual reporting while preserving established workflows and operational continuity.



THE RESULTS

- 100% integration readiness achieved before first pickup
- Automated asset reporting directly into ServiceNow
- Maintained operational continuity during vendor transition
- Supported ongoing audit and compliance requirements

OPERATIONAL IMPACT SPOTLIGHT

Vendor Transition Without Workflow Disruption.

For many large enterprises, changing ITAD providers introduces concerns around reporting consistency, operational disruption, and internal resource demands.

Dynamic eliminated those concerns by ensuring the ServiceNow integration was fully operational before the first asset shipment occurred.

The project enabled the client to:

- **Maintain** existing reporting workflows
- **Reduce** manual administrative effort
- **Improve** visibility into asset disposition activity
- **Support** internal and external audit preparation
- **Continue** operating within existing ServiceNow processes

The transition was completed without requiring teams to adopt new reporting tools or redesign established workflows.



SECURITY & COMPLIANCE ALIGNMENT

Extending Asset Visibility Through ServiceNow

Many organizations rely on ServiceNow as the system of record for IT asset management, but few ITAD providers offer enterprise-grade integration capabilities.

Dynamic's ServiceNow app enables organizations to:

- ✓ Automate asset lifecycle reporting
- ✓ Maintain real-time visibility into retired assets
- ✓ Support compliance and audit initiatives
- ✓ Reduce manual reporting effort
- ✓ Simplify vendor transitions



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READY TO OPTIMIZE YOUR ITAD PROGRAM?

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

