Sipi Asset Recovery's starring role in animation studio's ITAD process

CASE STUDY

When we think of industries where data security is an absolute priority, financial services, healthcare and technology usually are the first that come to mind. But in our digital-first world, every business has an obligation to their customers, employees and shareholders to protect the confidential data they use every day. That includes the creative and intellectual property of the full-feature film animation industry.

Ensuring ITAD excellence

Sipi Asset Recovery understands that no matter what a company does, it ought to do it with full transparency and trust. It's part of the reason why one major American full-feature animation studio, credited with multiple blockbusters and industry awards, chose Sipi to help manage its unique IT asset disposition challenges. With Sipi's help, the studio's ITAD needs were met, and in accordance with its mission to minimize environmental impact.

"We had a very difficult time getting accurate records in a timely manner from our prior asset recovery vendor," according to the IT asset manager who worked with Sipi. "Reconciliation records would take months and were often full of errors, which required way too much time managing and following up on

our side. Pick-ups were difficult to schedule and email responses were slow. Overall, the process was clunky and unreliable and we ultimately lost confidence in the system."

"We had conversations with a few ITAD companies and conducted trial runs with all of them. Sipi was the clear winner," the IT asset manager said. "Less errors, much faster turn-around time, clear documentation and reporting."

Environmental concerns

But the studio didn't just need a way to securely manage disposition for a constant flow of IT assets. They also wanted to do so responsibly. "The number one requirement that we have for our IT asset disposition process," the IT asset manager said, "is that our ITAD partner must be e-Stewards certified and believe strongly in that philosophy."

Even considering the additional requirement of the e-Stewards mandate, the animation studio found itself well-suited for its partnership with Sipi. The asset manager noted that the IT team was impressed by Sipi's attention to detail throughout the entire ITAD process. Once Sipi was selected as an ITAD partner, pickup teams arrived on time, documentation became easier to access and value recovery increased through remarketing assets. But what continues to wow them is Sipi's commitment to developing a productive working relationship.

"The customer service is always stellar," the IT manager said. "Our primary contact is so easy to reach, happy to answer our questions and help us with all our needs. We really like working with Sipi Asset Recovery!"

Asked if they would recommend Sipi to others – **"Yes, absolutely."**

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