

# Sipi Asset Recovery provides ‘transparent’ ITAD solution for a nationwide healthcare organization

## CASE STUDY

The collection and storage of protected health information (PHI) is a key responsibility of U.S. healthcare organizations. A comprehensive IT asset disposition plan helps hospitals and doctor’s offices to comply with HIPAA regulations by ensuring the security of PHI contained on hard drives and other data-bearing devices.

Sipi Asset Recovery specializes in creating and executing ITAD plans for healthcare organizations with a particular focus on data security. In a notable recent case, Sipi worked with a nationwide healthcare provider—with over \$17 billion in revenues and over 131,000 employees—to develop a strategy for secure, cost-effective IT asset disposition. As a result, the organization was able to demonstrate that the highest data security standards were being met while significantly reducing program cost and increasing value recovery from IT hardware sales.

“Sipi is the first ITAD vendor that was fully transparent in the process, pricing and vendor partnership,” said the hospital corporation’s ITSM asset manager. “They were the first vendor to actually ‘work’ together from the beginning to ensure our requirements were met ... and works with us for continual process improvements.”

### Finding the right ITAD partner

According to the ITSM asset manager, the healthcare provider had worked with several ITAD vendors over the years and had completed an RFP with 18 ‘enterprise class’ disposal vendors.



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“Many companies could not provide the secure ‘white glove’ service and reporting required for a reasonable cost,” the ITSM asset manager said. “Most ITAD vendor invoices showed continual increases over time after initiating services with them.”

After reviewing the results of a pilot program, the healthcare organization ultimately chose Sipi Asset Recovery based on its creative and consultative approach to the disposition process and the resulting cost savings and improved value recovery. But what kept the healthcare firm on board was Sipi’s commitment to nailing the details through close communication and collaboration.

“Great working relationship and full transparency of the ITAD program. Sipi has excellent customer support, documentation and is excellent at remarketing our ITAD equipment,” the ITSM asset manager said. “They went above and beyond during our data center move, providing the extra labor and transportation at a reasonable price and providing a quick turnaround in all areas.”

### **ITAD services worthy of recommendation**

The ITSM asset manager offered the following referral for colleagues in the industry aiming to enhance their own ITAD program in terms of data security, cost reduction, value recovery and reporting.

“I have no reservations whatsoever in recommending Sipi to any organization, for their ITAD needs. It has been a surprising outcome to find an ITAD partner that has an outstanding disposal process, excellent remarketing ability, top-notch customer support, and helps to end the cost-negative aspect of our ITAD program.”



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