

# Seeing beyond the RFP

## CASE STUDY



Financial service companies embody several key values: trust, security, availability, and value. They're relied upon to provide multiple locations in which to conduct business with customers. They also must protect the sensitive data involved in those dealings from beginning to end, all while managing compliance, cost, and the bottom line.

Recently, one such organization — a large financial services company with several major office locations and remote locations across the U.S.\* — faced numerous problems with their IT asset disposition vendor.

## Locked In

With thousands of IT assets (including desktop system and laptops) spread out over hundreds of offices and remote locations throughout the country, disposition logistics proved a major barrier to an efficient program. In addition, costs were spiraling out of control — quickly. The company was convinced what they were experiencing was normal.

Feeling there had to be a better solution, key decision makers of the company proceeded with a request-for-proposal (RFP) process—primarily focused on controlling costs. After reviewing Sipi's responses, they began to see things in a new light.

## The Results

- With this specialized, custom program, Sipi was able to provide a higher overall value recovery than any previous vendor was able to achieve with a pre-made, limited solution.
- While there is a cost to a tailored ITAD program — and net returns are not always possible — in this instance Sipi was able to provide a net value return to the organization on the very first settlement.
- Utilizing a multi-faceted approach, Sipi's customized program solved both the cost-related issues as well as the problems with logistics and collection across nationwide offices.

In addition to these results, this company experienced the qualitative benefits of working with the Sipi team: attention to detail, execution, SLA management, and deeply personalized service.

Paired with the measurable benefits of streamlining costs — and achieving net value returns became a straightforward move to a long-term partnership.

## The Sipi Solution

*Business development manager Joe Pothier, member of the Sipi Asset Recovery team, knew that the client's current cost focused approach to ITAD wouldn't resolve their issues.*

*"Most organizations are looking for an ITAD vendor who can provide superior service along with controlling costs as much as possible," says Joe.*

*"But a singular focus on cost containment can lead to missed opportunities. For instance, a one-size-fits-all freight model can cost more and return less." Keeping a commitment to partnership in mind, Joe presented a custom-tailored ITAD program, with the initial phase designed as a pilot program. This would demonstrate the value of a customized approach, addressing the logistics and collection needs as well as the potential to recover value to offset costs.*

*The company was skeptical, but also compelled by the possibilities. Through leveraging a broad range of services including Sipi's Box Program and unique approach to IT asset remarketing, the results of the program spoke for themselves.*

\*The company name, in this case study, has been intentionally omitted to ensure safeguard of further ITAD activity.