

IAITAM ACE

KICKIN' ASSETS
SINCE 2002

Cascade's 9th Annual Benchmarking Report

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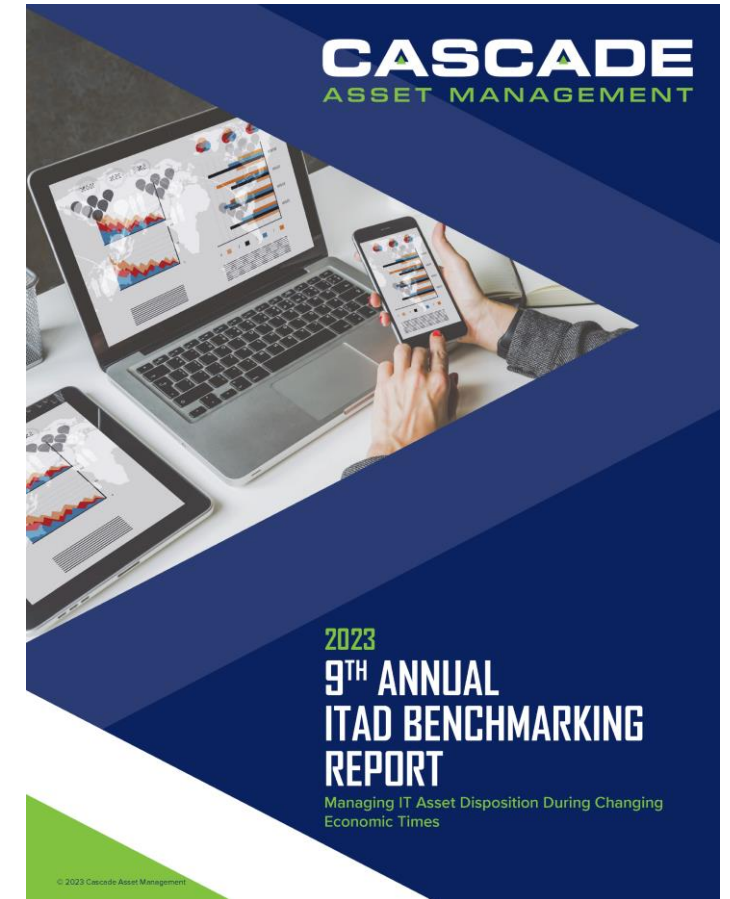


**NASHVILLE, TN
MAY 9TH - 11TH**

Cascade's 9th Annual ITAD Benchmarking Report

Measure Your ITAD Activity Against Other Industry Leaders

- Identify Areas of Growth & Strategic Development
- Evaluate Key Trends
 - Rising importance of customer service
 - Managing assets for a remote workforce
 - Upward forecast for IT spending
 - Downward trend for resale prices with tips on how to recover value
 - Attitudes regarding industry certifications
 - Forward-looking ITAD industry observations



About the Benchmarking Report



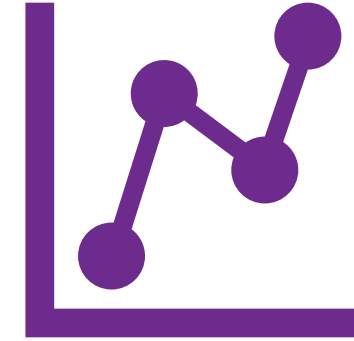
Survey Results

54 Enterprises
231,100 Employees



Market Research & Insights

**Analysis of key topics
affecting ITAD decisions**

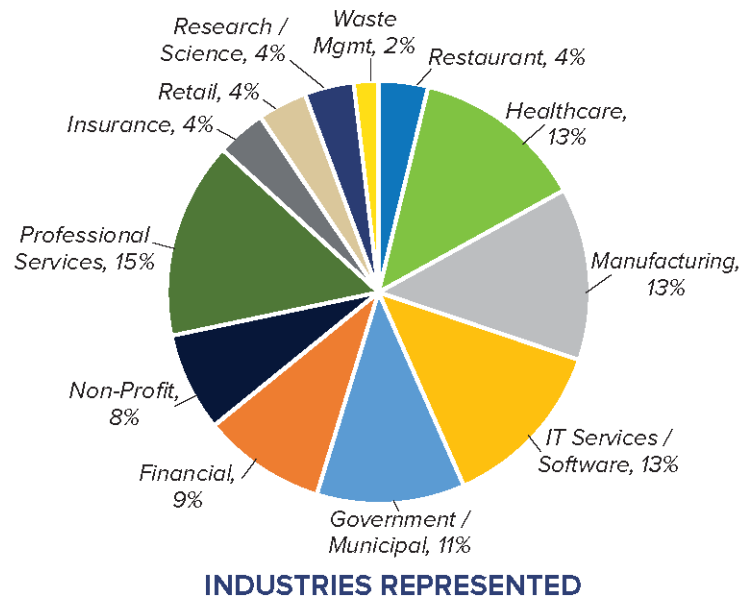


Processing Data

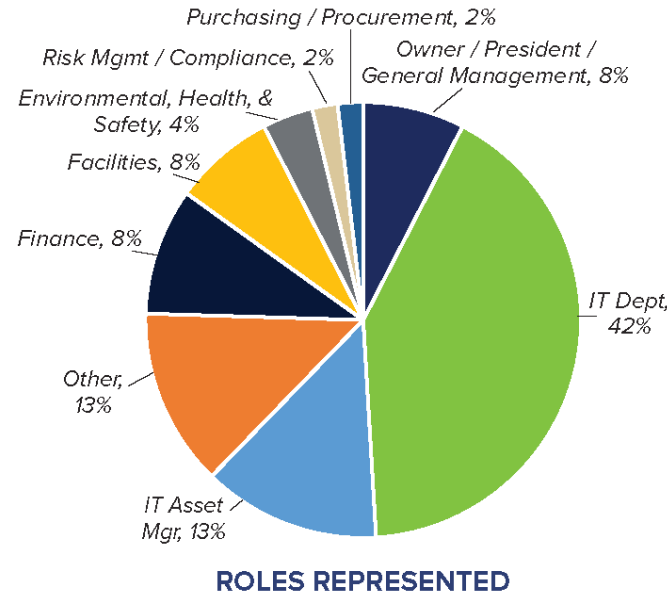
**Disposition trends from
1.2 million+ assets
processed between
2019-2022**



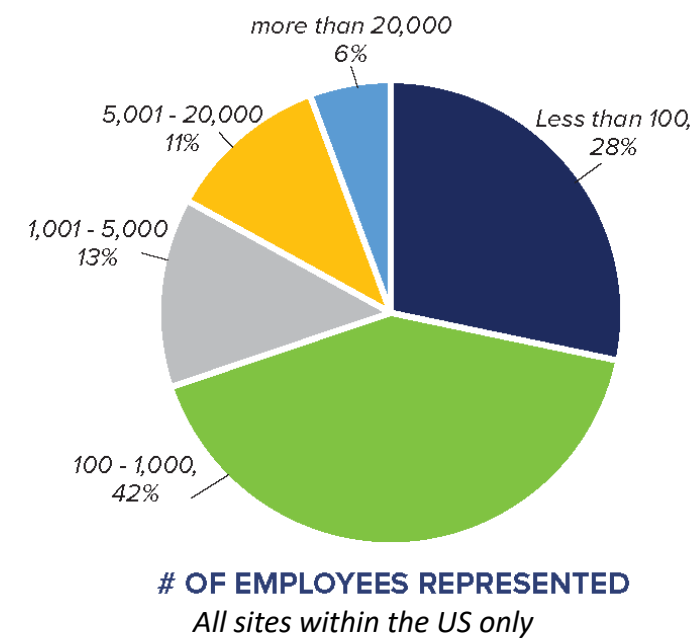
About the Benchmarking Report: Demographics



Respondents identified with
12 industry sectors
Highest category:
Professional Services



Largest percentage of survey
respondents: **IT roles**



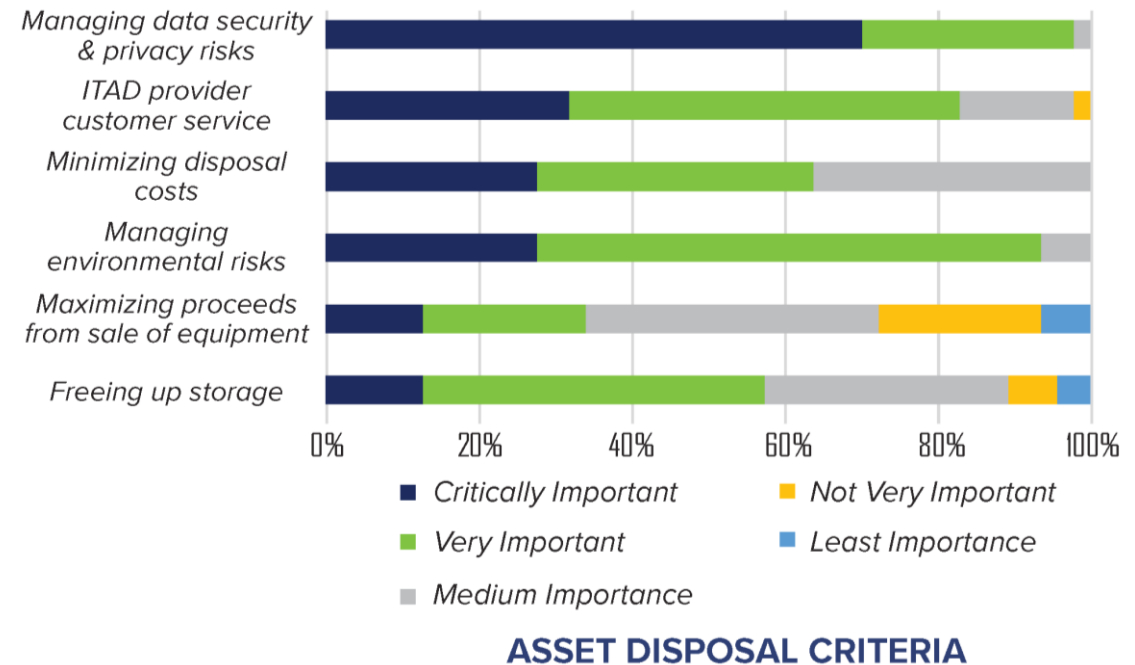
Average employee count: **4,362**
Aggregate # of employees
represented: **231,100**



Key Trends: Customer Service Growing in Importance

Top Criteria Considered When Disposing of IT Assets

- 1 Managing Data Security & Privacy Risks
- 2 ITAD Provider Customer Service
- 3 Minimizing Disposal Costs & Managing Environmental Risks



Key Trends: The Post-COVID Workplace

Supporting Remote & Hybrid Workforces

Prediction: Work from home 1 year from now

- 2022 results: **30.1%**
- 2023 results: **36.9%**

Related Observations Regarding Desktop Computers

- 23% of survey respondents said they don't support desktops
- Switching to laptops or thin clients
- Challenges related to managing ITAD for remote equipment

BEFORE THE PANDEMIC

19.8%

DURING THE PANDEMIC

67.0%

1 YEAR FROM NOW

36.9%



Key Trends: The Post-COVID Workplace

Managing Devices with a Remote Workforce

How do you manage the return of IT devices when an item needs to be replaced, retired, or disposed of?

(check all that apply)

Other Responses:

- Ship the item to the disposition vendor
- Give the device to the employee
- Ask the employee to recycle or donate the device
- Several comments stated the employee's location determines the plan of action



DEVICE RETURNS

MOST POPULAR ANSWERS



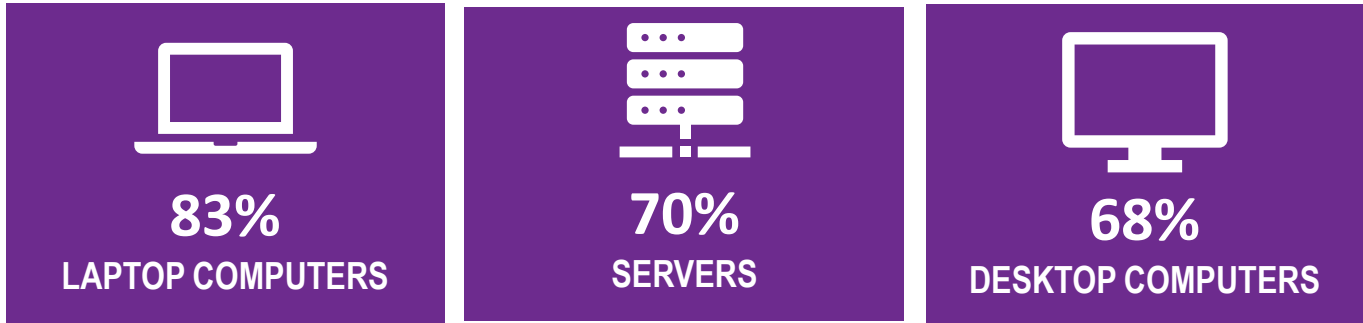
65%

BRING THE DEVICE TO THE
COMPANY

54%

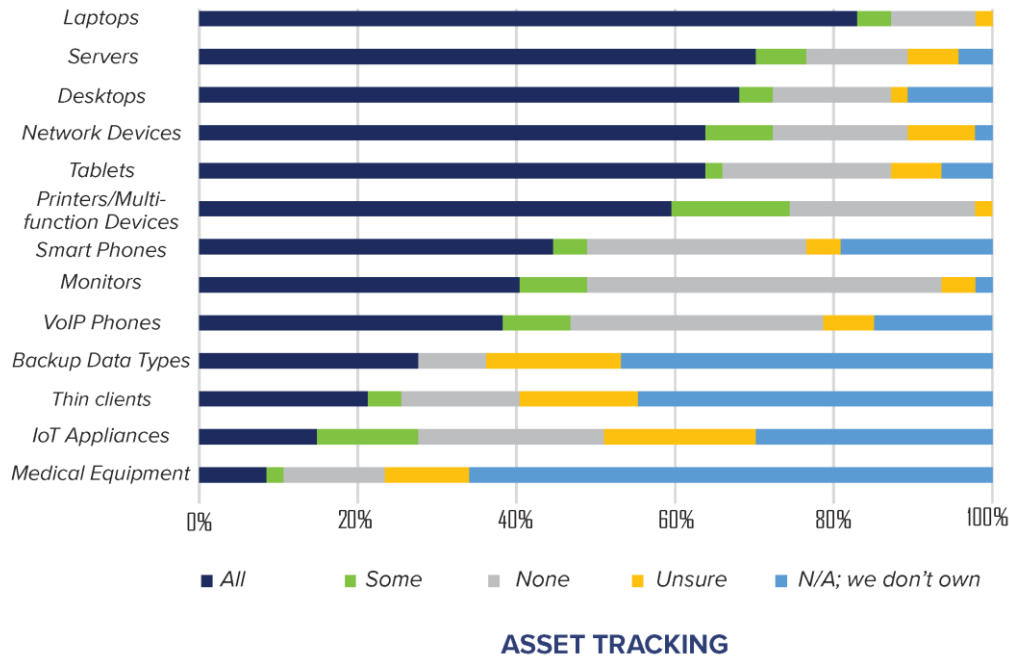
RETURN TO CONSOLIDATED
COMPANY LOCATION

Key Trends: Asset Tracking is Lacking, Despite Data Security Concerns



Asset Tracking is Key

- You don't know what you've lost if you don't track it
- Some of these devices hold value & contain data
- Partner with an ITAD provider that offers detailed disposition reporting & reconciles to your AMDB



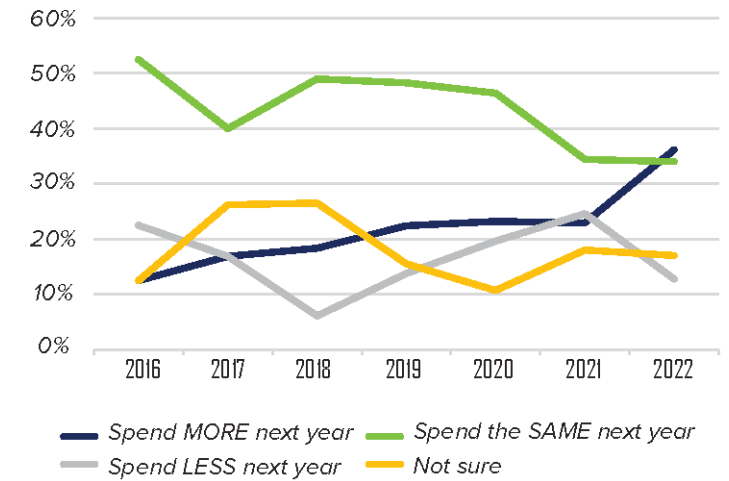
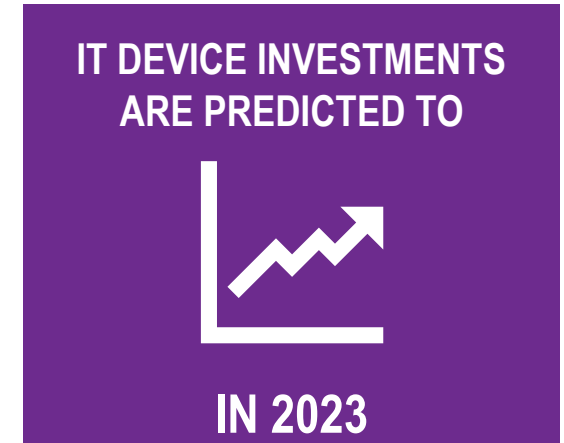
Key Trends: Upward Forecast for IT Spending

Predicted IT Hardware Investments for 2023

- **36%+:** Spend more (*highest ever recorded*)
- **34%:** Remain steady
- **12%:** Spend less
- **17%:** Unsure

Possible Reasons for the Surprising Results

- Companies with a 3-year replacement cycle are now replacing items purchased during the pandemic
- Recessionary impacts differ among industries: some are laying off workers while others are expecting to increase spending



IT INVESTMENT PREDICTIONS



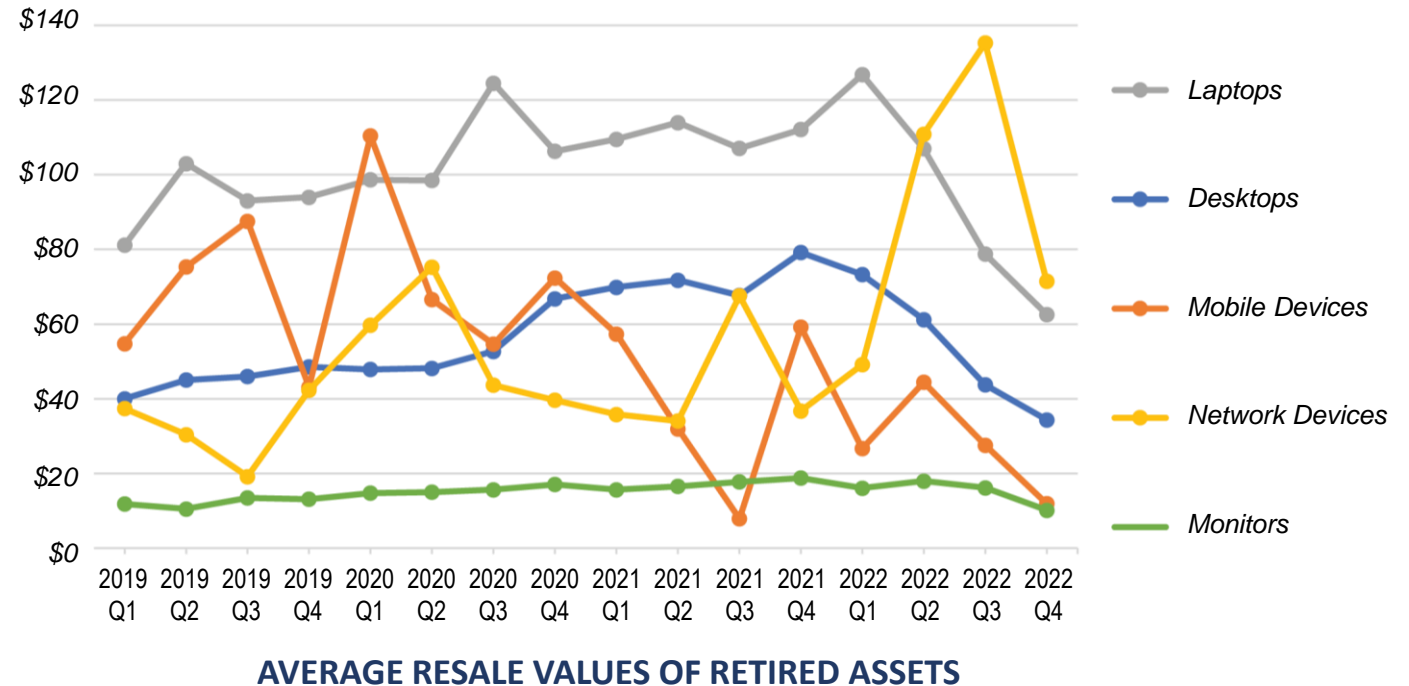
Key Trends: Resale Values are Down

Decline in All Categories

2021 vs. 2022

- 19% combined drop in average prices for refurbished desktops, laptops, servers, & mobile devices
- 26% lower prices for desktops
- 15% lower drop for laptops

Average prices were up about 20% during the pandemic – we are back to normal



Key Trends: Resale Markets in 2023

Resale Market

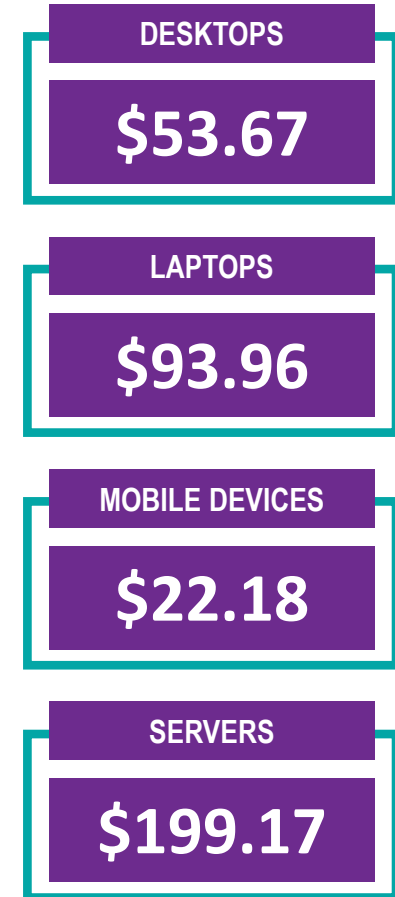
- Prices are no longer falling . . . Some are increasing again
- Supply chains have re-opened
- Still, lots of uncertainty in the market

Adapting to Changes

- Despite lower values, companies can still unlock profit from used devices
- Prices rarely increase the longer you wait – act now!
- Partner with an ITAD provider that specializes in value recovery



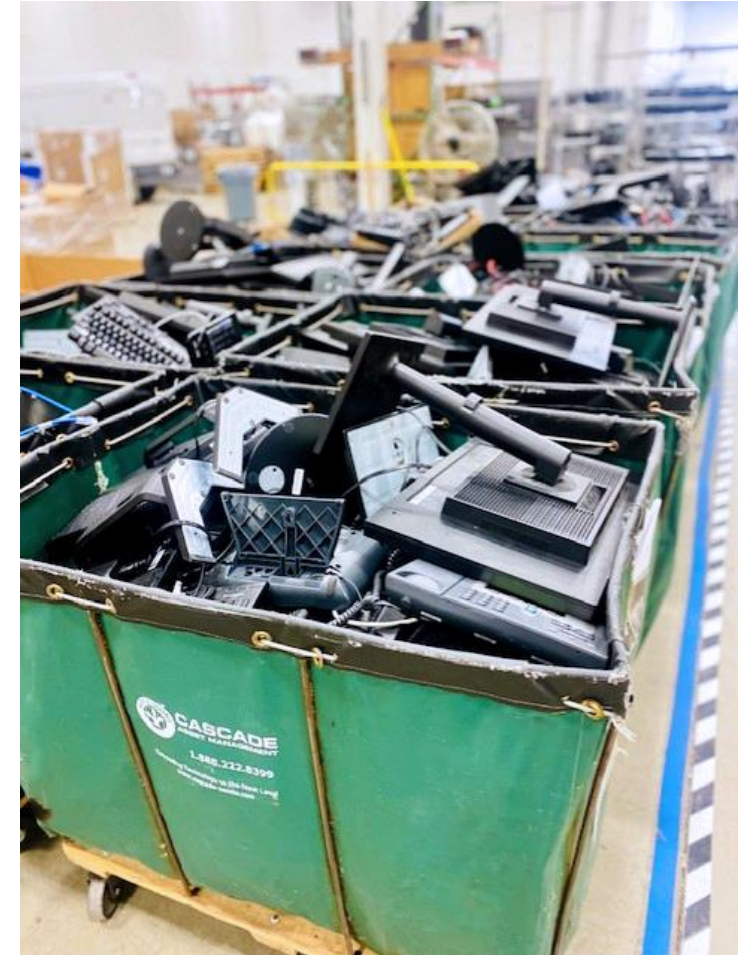
Cascade Average Values 2022



Key Trends: Resale Values are Down

7 Questions to Ask an ITAD Provider Regarding Resale:

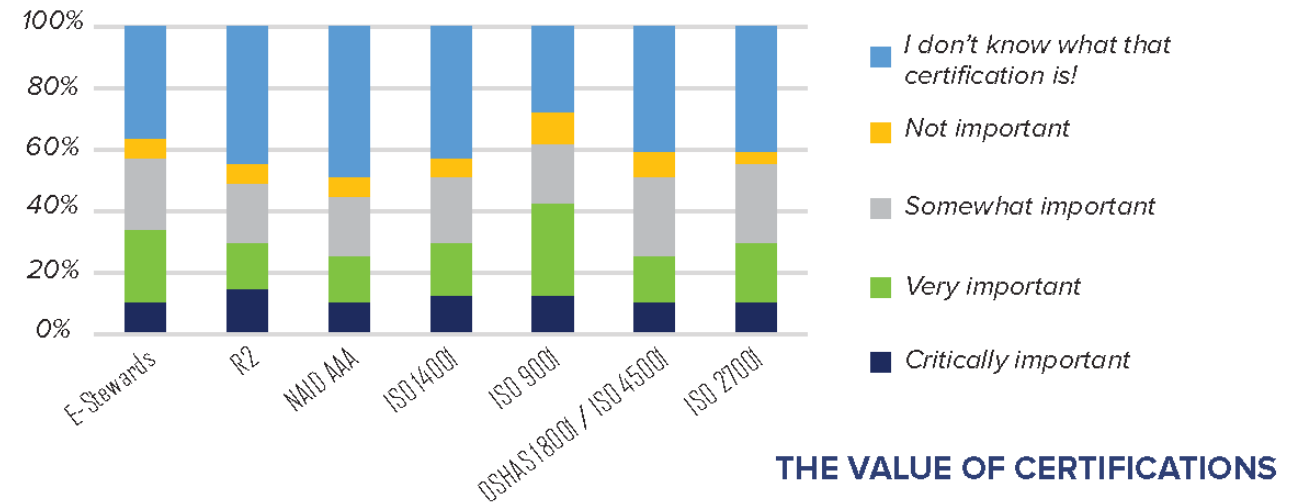
- 1 Are their goals aligned with yours?
- 2 Do they take measures to protect your equipment's condition?
- 3 Do they recognize the need for speed?
- 4 What's their strategy for maximizing returns on higher-value assets?
- 5 Are they leveraging today's global marketplace?
- 6 What is their skill set for unlocking and repairing devices?
- 7 What is your share of the revenue profits?



Key Trends: Lack of Certification Knowledge

The Value of Certifications

- *ITAD providers* often promote their certifications
- Very few *ITAD customers* consider certifications as “critically important” or “very important”
- Most popular answer: “I don’t know what that certification is!”



Certifications help prove the ITAD provider values “doing the right thing” with their security, sustainability, service, & quality process. BONUS: Verified by a 3rd party.



Key Trends: Predictions for the Future of ITAD

1. The costs for logistics, labor, and supplies are up for everyone, which impacts ITAD costs as well
2. Recyclers still export plastics illegally – “greenwashing”
3. Watch out for batteries! Damaged Li-ion cells are dangerous and expensive to handle
4. ESG reporting and activities are increasing



Thoughts & Predictions



Summary: Cascade's 9th Annual Benchmarking Report

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Questions?

Cascade's 9th Annual Benchmarking Report

Pick up your copy of the report today!

Previous issues also available for download.

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