

Fear the gear!

The risks of hardware asset returns

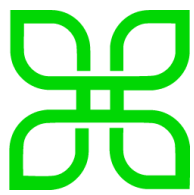
Steve Andon Founder & CEO



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Don't let this be your company!

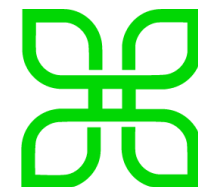


What went wrong?

- Poor selection of providers
- No record of assets or data collected
- Lack of end-to-end chain of custody
- No certifications of data destruction

Impact

- Major damage to brand reputation
- Fines:
 - \$35 Million from SEC
 - \$60 Million from Treasury
- Judgements:
 - \$68.2 Million legal settlement to protect customers whose info it couldn't account for



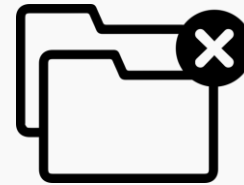
Cover your bases when returning used gear



Logistics



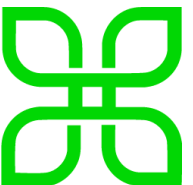
ITAD partners



Data Destruction



Remote returns

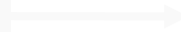




Logistics

Issues / Risks

- Poor Service - Untrained drivers, inconsistent service and inferior packaging
- No clear chain of custody
- No visibility
- High risk of losing data-bearing assets in transit



Actions

- Consider platform integration with your partners
- Specialized services provider for IT returns
- Online chain of custody
- Manage your assets through IT asset management system

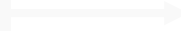




Your ITAD and their downstream

Issues / Risks

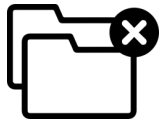
- Gaps in visibility = maximal risk
- Is your equipment ending up in a landfill?
- Financial penalties due to data sanitization gaps
- Can your ITAD report sustainability metrics?



Actions

- Ensure appropriate compliance - R2v3, e-Stewards, WEEELABEX, etc.
- Audit for accreditation and downstream
- Seamless integration & visibility from logistics to ITAD settlement
- Ensure compliance to NIST800-88
- Ensure environmental circularity with data driven accuracy

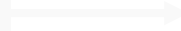




Data destruction

Issues / Risks

- Brand & reputation damage
- Sloppy processes
- HIPAA violations
- Fines
- Legal ramifications
- Negative press
- Negative customer experience



Actions

- Ensure end-to-end visibility online
- Trusted partners for data destruction services
- ESG tradeoffs of hardware destruction vs. data destruction
- Onsite data destruction
- Software tools for internal sanitization
- Encryption & Bricking
- Data wipe at destination (NIST / NAID compliance)

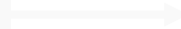




Remote Returns

Issues / Risks

- If it isn't easy, they won't return assets
- Inferior packaging results in damage
- Tracking who got a box and did they give it to the carrier
- Is there online chain of custody
- Potential loss of data
- Wasteful spending on unused licenses
- Compliance violations



Actions

- Let specialized service providers manage the details
- Outbound / inbound tracking
- Maximize your HW mgmt. platform - investigate integrations for visibility
- Platform - automated updates and documentations
- Process in place to follow up with laggards



Summary



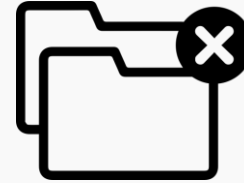
Logistics

- Transparency
- Consistency
- Chain of custody



ITAD

- Credentials
- Accountability
- Reporting



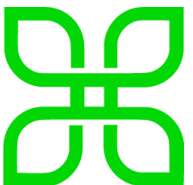
Data Destruction

- Certifications
- Onsite / offsite
- HW / SW



Remote Returns

- Visibility
- Control
- Ease of use



Q&A



Thank You!

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