

# Lease return & remote laptop retrieval

Large national insurer saves money and mitigates risk with lease return and laptop retrieval services

## Customer challenge

A large national insurer deployed 30,000 leased laptops to remote employees during the COVID-19 pandemic. As the leases neared expiration, the company faced three urgent challenges:

- Securely retrieving devices from employees across the country.
- Ensuring certified data wiping to protect sensitive information.
- Returning all equipment to multiple lessors on time to avoid late fees and penalties.

## The solution

Iron Mountain designed a tailored lease-return program that streamlined retrieval and safeguarded data integrity:

- **Box program:** Provided secure, trackable retrieval of remote worker devices.
- **Lease return management:** Coordinated timely returns to three separate lessors, ensuring all compliance requirements were met.

- **Value recovery services:** Processed and remarketed corporate-owned assets, including data center equipment, to maximize residual value.

## Value delivered

- **Scale & speed:** Successfully returned 30,000 laptops over 18 months, with a peak of 22,000 units processed in just two quarters.
- **Cost savings:** Eliminated the need to hire 15-20 temporary contractors (estimated at \$35/hour), reducing labor costs significantly.
- **Risk mitigation:** Ensured certified data sanitization for every device, avoiding security breaches and financial penalties.

## Business impact

By combining efficient retrieval with compliance-focused processing, Iron Mountain enabled on-time lease returns, lowered operational expenses, and provided a repeatable model for large-scale IT asset disposition and value recovery.

## Services delivered:

- Secure data erasure
- Device quality assurance
- Coordinated logistics
- Inventory control & reporting
- Secure warehousing

