

# Maintain IT assets without disruption

Fast swaps, full service, and zero downtime

When devices need repair or upgrades—like battery replacements, screen fixes, or memory and storage enhancements—Iron Mountain's Asset Maintenance service keeps your workforce productive. Through our advance exchange model, we provide a seamless swap process that ensures employees stay up and running, with minimal effort and maximum convenience.

## Experience clear benefits



### Zero downtime for employees:

We ship a temporary replacement device, pre-configured to your specs, so employees can stay productive while their original device is serviced.



### Seamless swap process:

Each shipment includes packaging and instructions for returning the employee's current device—keeping the process smooth and efficient.



### Repair & upgrade support:

We handle repairs and upgrades—including batteries, screens, memory, and storage—ensuring devices are returned in peak condition.



### Streamlined return of loaner device:

Once the original device is repaired or upgraded, we ship it back to the employee with packaging to return the temporary unit.



### Consistent employee experience:

Minimise frustration and downtime with a fast, user-friendly process that maintains productivity and satisfaction.



### Visibility & control:

Track every step—device shipment, repair status, and returns—through our centralised portal for full program oversight.

- ✓ **Best-in-class data security**  
Industry-leading chain of custody, vetted personnel, secure transport, and world-class data sanitisation guarantee compliance and data protection.
- ✓ **Advanced sustainability**  
Our circular asset approach prioritises reuse, cuts e-waste and CO<sub>2</sub>e, and ensures responsible recycling – with transparent, on-demand environmental reporting.
- ✓ **Unmatched experience & scale**  
Operating in over 30 countries, our decades of leadership, expertise, and centralised online management capabilities ensure consistency, efficiency, and scale.



## Asset Maintenance includes:



### Logistics & coordination

Streamline the movement and management of IT assets needing repair, upgrade, or refresh.

- **Order placement & retrieval:** Schedule service events or initiate repairs with ease.
- **Remote returns:** Enable users to return devices securely from remote locations.
- **Shipping (collections):** Arrange pickup of devices from offices, users, or depots.
- **Shipping (delivery):** Return serviced devices promptly to their destination, including those repaired under vendor warranty.
- **Packing & loading:** Devices are safely packed to prevent damage during transit.



### Device testing & preparation

Ensure devices are fully functional and ready for continued use.

- **Audit, testing & grading:** Assess device condition and determine service needs.
- **Reimaging, testing & certification:** Install and verify required software and configurations.
- **Reboxing:** Professionally repackage devices after service for redeployment.
- **Asset cleaning:** Improve device appearance and hygiene with surface cleaning.
- **Return & redeploy:** Promptly return serviced devices – whether repaired in or out of warranty – to their designated destination for redeployment – limited availability.



### Inventory & asset control

Gain visibility and confidence in where your assets are and how they're being handled.

- **Asset receipt, tagging & tracking:** Track each device through every stage of maintenance.
- **Warehousing & inventory management:** Temporarily store and manage devices undergoing repairs or upgrades.
- **Monthly audit report:** Receive regular reports on device status and movement.



### Data security & compliance

Maintain protection and control of data throughout the maintenance cycle.

- **Certificate of Destruction (COD):** Document proof of data erasure if required for serviced devices.



### Internal asset reuse

Maximise the value of your existing IT investments.

- **Redeployment within organisation:** After service, devices are returned to circulation with full tracking and readiness.
- **Responsible disposition:** Securely recycle or dispose of devices that cannot be restored to a usable state.

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## About Iron Mountain Asset Lifecycle Management

As part of Iron Mountain, a world leader in secure asset management trusted by more than 90% of the Fortune 1000 for over 70 years, Iron Mountain Asset Lifecycle Management delivers secure, compliant, and innovative end-to-end hardware asset management and IT Asset Disposition (ITAD) services globally—driving IT efficiencies and maximising ROI through responsible reuse and value recovery. Operating in over 30 countries, our services include best-in-class logistics, chain-of-custody, data destruction, certified decommissioning, and IT asset remarketing—executed with unwavering focus on compliance and security, and rooted in circular economy principles to unlock maximum value.

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