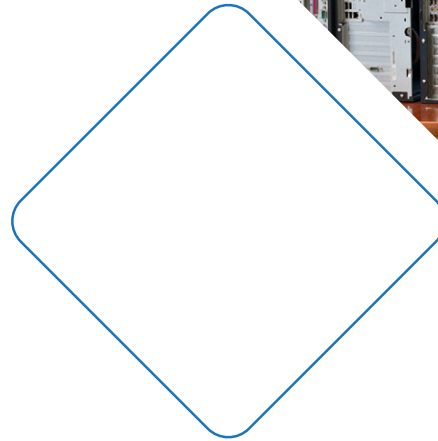# IRON MOUNTAIN®

ASSET LIFECYCLE MANAGEMENT

Secure & sustainable IT asset disposition

Your destination for retiring IT assets in a circular economy.

Your IT asset disposition (ITAD) program

Iron Mountain's ITAD program offers IT departments a secure and consistent solution for managing IT asset disposition. Drawing upon decades of experience in ensuring data security, we proudly serve more than 90% of Fortune 1000 companies.

Our unmatched data security is provided through a secure chain of custody that starts with vetted personnel and secure transport and extends to our controlled facilities. From the moment of pickup, your IT assets are tagged and tracked. This meticulous process is facilitated by our world-class logistics and supported by an experienced team.

Whether you're managing extensive projects or handling smaller, ad-hoc ITAD needs, we have the solution for you. Our program offers flexibility and scalability, capable of accommodating the needs of various setups – be it a remote workforce, a single office, multiple offices, or even global operations spanning across numerous locations.

Experience the convenience of our user-friendly online portal, enabling seamless online ordering, asset tracking, and reporting, including the ability to retrieve your certificate of data destruction (COD), supporting compliance requirements. Ensure seamless workflows with IT service management (ITSM) system integration, such as ServiceNow, for an integrated process.

Delivering a high level of service, Iron Mountain's customer care and service delivery teams ensure prompt response to your needs and requests

Items accepted for ITAD

Data destruction + recycling.

Accepted items	Offsite	Onsite
Desktops	✓	
Notebooks	✓	
Servers / mainframes	✓	
Server racks / cabinets	✓	
Network devices	✓	
Telephones: desk & mobile	✓	
Teleconference systems	✓	
Tablets	✓	
Laptops	✓	
Hard drives: normal & SSD	✓	✓
Tapes	✓	✓
Zebra ribbons	✓	
Docking stations	✓	
Monitors: CRT, LCD, LED, etc	✓	
All-in-ones	✓	
Gaming systems	✓	
Projectors	✓	
Printers, copiers, scanners, fax machines	✓	
Toner cartridges	✓	
Cabling / wiring	✓	

Accepted items	Offsite	Onsite
GPS devices	✓	
Barcode scanners	✓	
Shredders	✓	
Storage enclosures	✓	
DVD / BluRay players	✓	
Cameras	✓	
UPS power supplies	✓	
Medical machines	✓	
Televisions (tube, plasma, LCD, LED)	✓	
Stereo systems	✓	
CDs / DVDs	✓	✓
USB cards & jump drives	✓	✓
SD cards	✓	✓
Retail POS	✓	
Microfilm / microfiche	✓	
ID badges	✓	
Bank Cards	✓	
Photographs	✓	
Cassette tapes	✓	✓
VHS	✓	✓

Items not accepted

Scrap metal	Non-electric devices	Home appliances	Aerosols	Hazardous waste
Loose plastics	Wood	Loose batteries	Bio hazards	Air conditioners
Paper	Tools	Glass	Paint	

Iron Mountain ITAD services

Primary services

Media destruction – bulk or serialised

> Onsite or offsite

> Media and hard drives

> Destroyed in a secure and eco-friendly manner

IT asset remarketing

> Any data-bearing elements are sanitised or destroyed

> Asset tested, graded and refurbished

> Maximised value recovery

> Assets with no value are recycled

e-Waste recycling

> Any data-bearing assets destroyed

> Assets are demanufactured into commodity categories

> Recycled in eco-friendly manner

Additional services

> Onsite audit

> Data centre decommissioning services

> Data erasure

> Deinstallation & removal

> Short term asset storage

> Box program

> Donations

> Media console program

> Deployment & redeployment

> Lease return services

Comprehensive ITAD reporting

Support compliance requirements and receive reporting that quantifies progress toward your organisation's sustainability goals.

Iron Mountain's ITAD program offers comprehensive reporting to ensure documentation requirements are met and compliance is achieved. Reports can be conveniently accessed through an online portal, giving users the flexibility to get the specific documentation they need. Iron Mountain's industry-leading secure chain of custody provides complete tracking and visibility, along with the reporting to support it.

Reporting includes:

> **Settlement Report**
  Provides a consolidated wrap-up of the audit report, detailing the equipment collected, including its weight, make and model. It also outlines how each item was reviewed and disposed of, including the date.
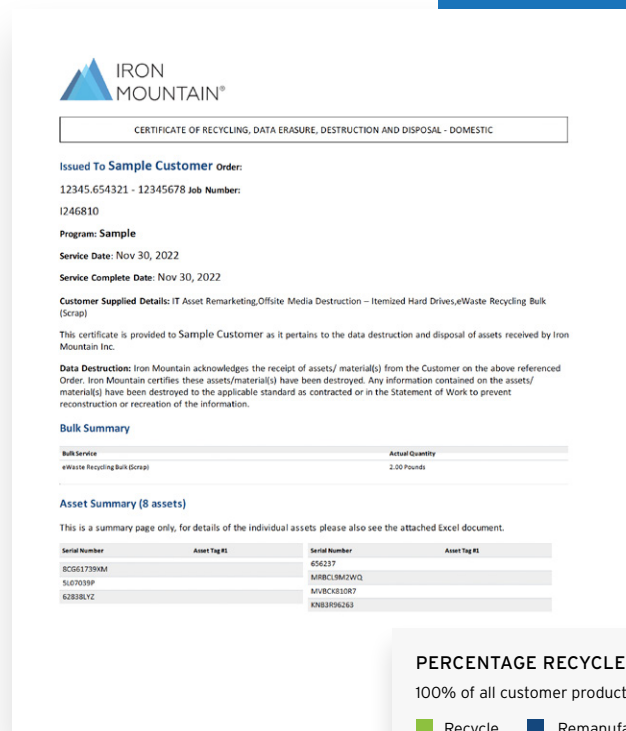
> **Audit Report**
  This itemised processing provides a summary of the assets processed, including the make, model, and serial number of each item.

> **Certificate of Destruction (COD)**
  Documentation and confirmation of the destruction of data-bearing media in compliance with all relevant laws and industry standards.
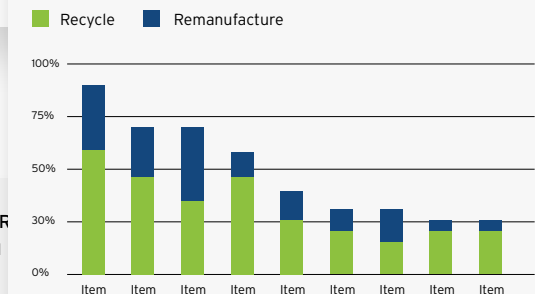
> **The Environmental Benefits Report**
  Highlights the beneficial environmental impact of your ITAD program on the environment.
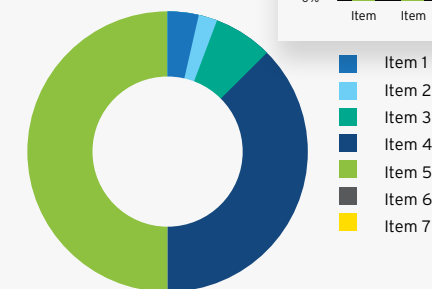
Certificate of Destruction (COD)

> Provides auditable evidence of data destruction

> Documents the end of the life cycle for IT assets

> Documents the service completion date by Iron Mountain

Audit Report

> Aggregates assets being processed across all client locations and programs

> Tracks assets by manufacturer, model, serial number, etc.

> Enables orders and activity to be fully integrated into existing ITAD programs

> Access reporting any time through an online portal

Environmental Benefits Report

> Weight diverted from landfills

> Greenhouse gas emissions avoided

> Metals recovered and diverted from landfills

> Energy savings

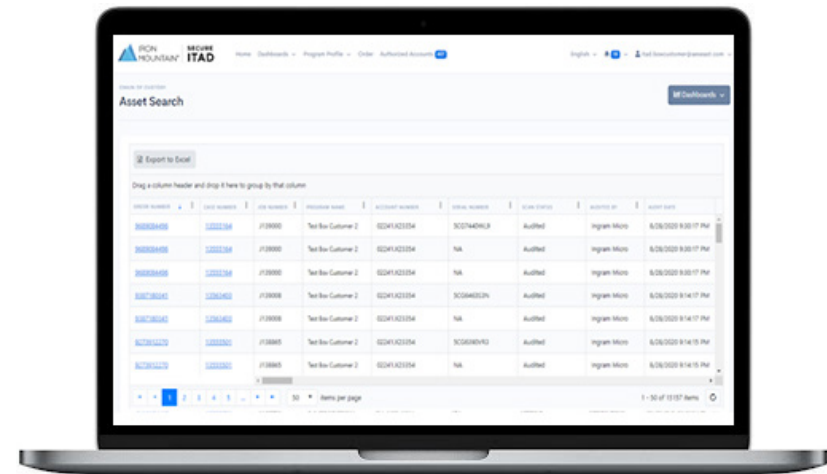> Percentage of products remarketed versus recycled

Secure ITAD portal:
access reporting and place orders with ease

Streamline your workflow by integrating your IT service management (ITSM) system,
such as ServiceNow, with our online portal.*
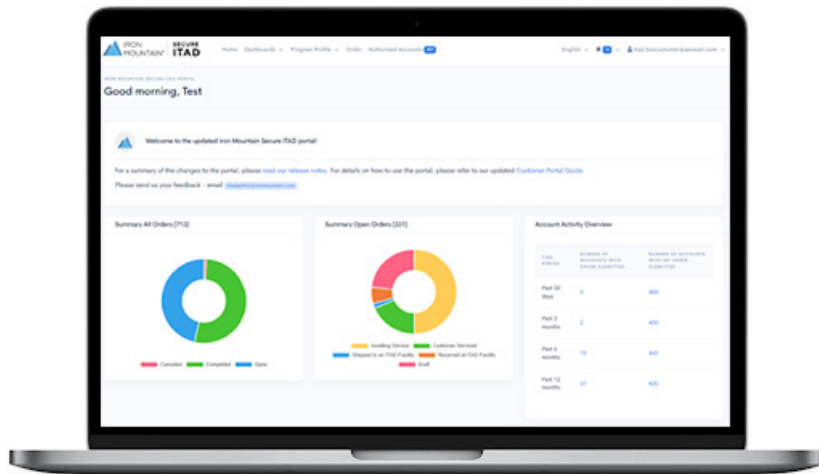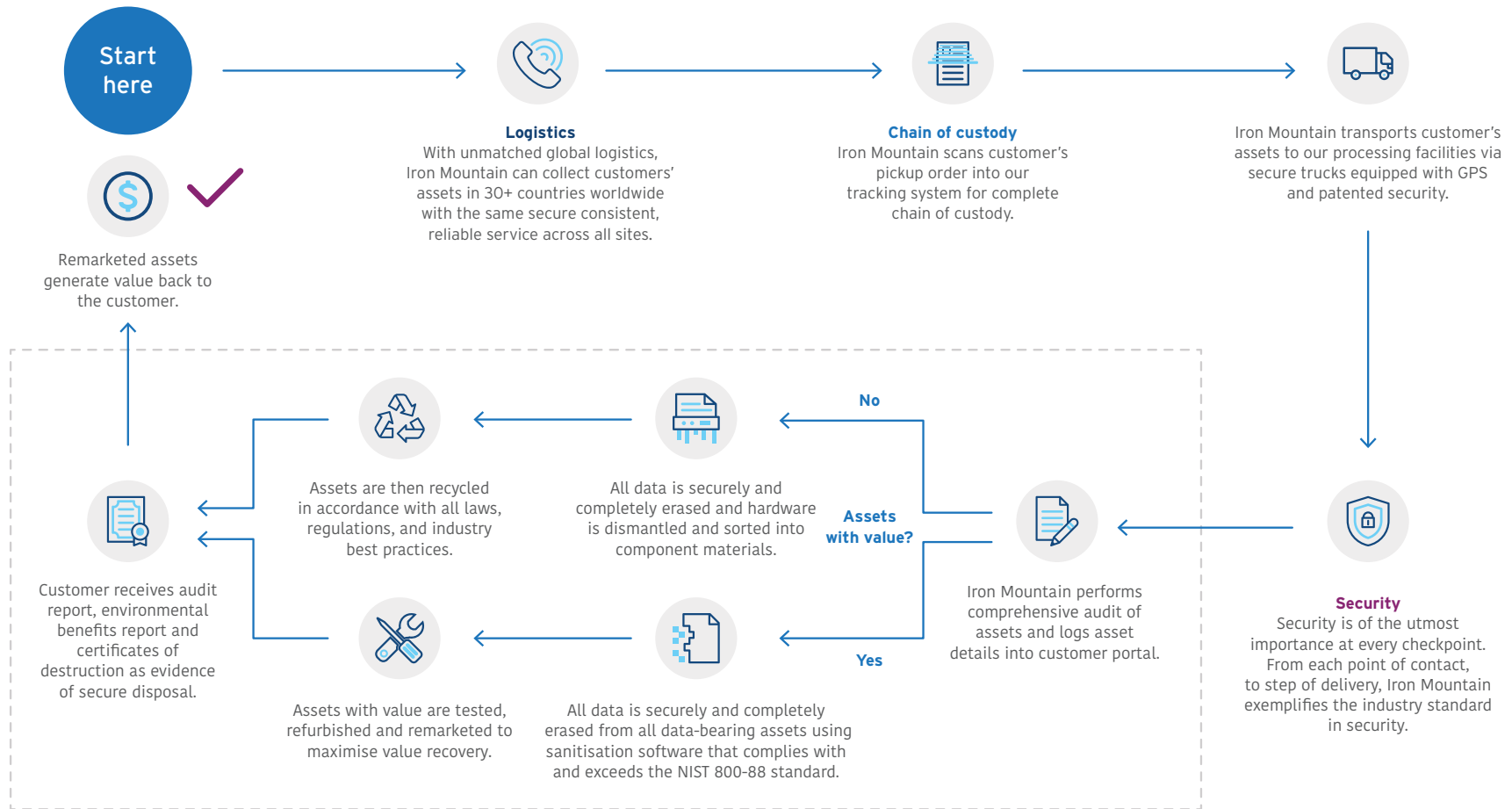

Schedule pickups online and track assets

The audit report lists make, model, serial number, and more

> Consistency across all sites supported by a dedicated program manager

> Pre-approved and preferred rates

> Real-time tracking

> Certificate of destruction

> World-class logistics and processing

Secure ITAD portal not available in all regions.

ITAD workflow for corporate IT assets

Start here

Logistics
With unmatched global logistics, Iron Mountain can collect customers' assets in 30+ countries worldwide with the same secure consistent, reliable service across all sites.

Chain of custody
Iron Mountain scans customer's pickup order into our tracking system for complete chain of custody.

Iron Mountain transports customer's assets to our processing facilities via secure trucks equipped with GPS and patented security.

Remarketed assets generate value back to the customer.

No

Assets with value?

Yes

Assets are then recycled in accordance with all laws, regulations, and industry best practices.

All data is securely and completely erased and hardware is dismantled and sorted into component materials.

Iron Mountain performs comprehensive audit of assets and logs asset details into customer portal.

Security
Security is of the utmost importance at every checkpoint. From each point of contact, to step of delivery, Iron Mountain exemplifies the industry standard in security.

Customer receives audit report, environmental benefits report and certificates of destruction as evidence of secure disposal.

Assets with value are tested, refurbished and remarketed to maximise value recovery.

All data is securely and completely erased from all data-bearing assets using sanitisation software that complies with and exceeds the NIST 800-88 standard.

Logistics
> Broadest service footprint
> Consistent reliable service across all sites
> No need for local or regional vendors
> GPS pings at set intervals

Chain of custody
> Track assets from preparation to destruction
> Unique tracking number assigned
> Scanning at key transition points
> Auditable workflow

Security
> Patented vehicle alarms & locks
> Dual key ignition immobilizers
> Driver proximity controls
> Secure vault facilities and processing plants

World-class, state-of-the-art facilities

> Quality and capacity: proper environmental controls, security features, locations in every major data centre market and full compliance

> Facilities maintain **(R2v3) certifications**

> Full set of operational and **environmental certificates**

> Comprehensive external & internal **security features**

R2 v3 CERTIFIED
Responsible™ Recycling

100% visual inspection against workmanship standards.

Chain of custody controls including traceability to each individual operator & station.

IRON MOUNTAIN®

ASSET LIFECYCLE MANAGEMENT

About Iron Mountain Asset Lifecycle Management

As a 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, sustainable hardware asset management and IT Asset Disposition (ITAD) services on a global scale. Our end-to-end services, available in over 30 countries, include best-in-class logistics and chain-of-custody, data sanitisation, and certified decommissioning, with a focus on maximising reuse and minimising emissions and e-waste.