



Asset Resale & Recycling Services

We'll take care of the old,
so you can focus on the new.



The power to do more

Table of Contents

1) WHY ASSET RESALE AND RECYCLING SERVICES?	3
2) WHY DELL ASSET RESALE AND RECYCLING SERVICES?	3
3) INVEST IN PEACE OF MIND	3
4) FLEXIBLE/SCALABLE SERVICE OFFERINGS.....	4
A)STANDARD OFFERS:.....	4
B)OTHER SOLUTIONS	4
5) DATA SECURITY OPTIONS.....	5
6) IMPORTANT ADDITIONAL BENEFITS.....	5
7) DELL'S ASSET RESALE AND RECYCLING MODEL.....	5
8) TYPICAL PROCESS FLOWS FOR RE-USE & RECYCLING	6
9) GEOGRAPHIC COVERAGE	7
10) VALUE RECOVERY	8
A)OPTIMISING RESIDUAL VALUE.....	8
B)CUSTOM VALUE QUOTATIONS	8
11) INVENTORY REPORTING AND CONFIRMATION OF DISPOSAL.....	9
12) APPROVED PARTNER NETWORK.....	9
13) PARTNER AUDITING	9
14) DELL PARTNER ONBOARDING REQUIREMENTS	9
15) DELL – A GOOD NEIGHBOUR	10
16) CASE STUDIES.....	10
17) RELATED MATERIALS	10
18) RELATED LINKS	10

1) Why Asset Resale and Recycling Services?

Identity theft. Standards compliance. Environmental liability. These concerns weigh heavily on today's businesses. From personal financial information to highly confidential health records, the information on business servers, desktops and notebooks includes sensitive and proprietary data that cannot be allowed to fall into the wrong hands.

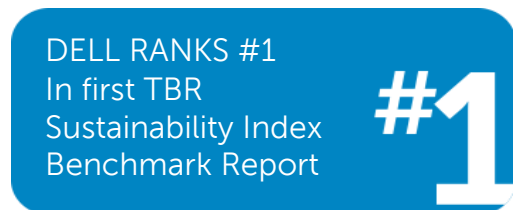
2) Why Dell Asset Resale and Recycling Services?

Dell is a partner you can trust. Dell has a strong corporate sustainability culture and has proven performance in managing the disposal of retired and obsolete assets while helping protect sensitive data. Each year Dell recovers over 60 million kilograms of computer equipment worldwide. We originally built and continue to process our own assets through this program.

Dell has been recognized as a market leader in Resale & Recycling Services across all segments. In December 2013 Dell was identified by Gartner as a Leader in the Global IT Asset Disposition services business². Dell has been recognized as one of the top five companies for the past three years in Newsweek's Rankings of the Greenest Companies. Dell also was acknowledged by the Electronics Take Back Coalition as the leader on their Green Electronics Recycling Report Card.



Dell has been recognized by IDC with the Green Recycling and Asset Disposal for the Enterprise (G.R.A.D.E.) certification, and Dell has been ranked No. 1 by TBR in their Sustainability Index Benchmark Report.



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3) Invest in peace of mind

To protect your company's assets and reputation, Dell's Asset Resale & Recycling Services help ensure that sensitive information does not fall into the wrong hands. We make it a priority to track and reconcile assets at every stage of the process. At the same time, we make every effort to promote environmental stewardship through our policy of not exporting waste to developing countries.

Dell Asset Resale & Recycling has instituted globally consistent policies that include rigorous audit protocols for all approved partners in our supply chain. All equipment processing centres and partners are regularly audited to ensure compliance with these policies. Auditing is performed by independent third parties, on a frequent and unannounced basis.

As a manufacturer, Dell meets all international standards such as the Basel Convention, EU WEEE directives and US environmental and data disposal laws (RCRA, CERCLA, SARA, HIPAA, GLB and CISL). To help protect your data, Dell performs a data wipe on all systems we process. In addition to the service offered in this proposal, Dell offers the enhanced option to have the data wipe performed on your own premises.

4) Flexible/Scalable Service Offerings

Dell delivers Asset Resale & Recycling Services across all business segments – from collections of just 10 assets, to large scale multi-geography project managed recoveries.

Dell's Asset Resale & Recycling Services offer the choice to recycle, re-use or sell retired hardware that still has value. All service offerings include transportation, flexible logistics, equipment processing and disposition, with detailed security and environmental reports.

An asset is a PC, notebook, monitor, printer, server or other IT hardware from any manufacturer and includes associated cables, peripherals, docking stations, port replicators, keyboards/mice, up to a maximum weight of 40 lbs or 18 Kg.

a) Standard Offers:

- i) **IT Asset Recycling:** For greater peace of mind or to dispose of obsolete equipment, some customers choose our recycling-only service. Dell will handle the proper disposal of your used equipment in an environmentally sensitive way. Data Security for hard drives received under this service is managed in line with our standard policy. See Section 5.0 for more details.
- ii) **IT Asset Resale:** Dell collects the equipment at your designated location, ships to our facilities, cleanses the systems of all data, and audits the equipment to determine the remaining value against our monthly Used Equipment Purchase Pricelist (UEPP). Equipment that has no residual value is recycled.

A choice of On-site or Off-site data wiping is available with our standard offers. Please see Section 5.0 for more details on our standard data security protocols.

b) Other Solutions

- i) **IT Asset Return to Lease:** Dell can manage the logistics and processing of your equipment for return to your leasing vendor. Custom options ranging from Transportation Only, to full processing with on-site or off-site data wipe before returning to your leasing company are available upon request.
- ii) **Non-Standard Services:** For customers who require a non-standard service or integrated deployments, Dell can provide flexible services, including custom Asset Resale & Recycling solutions. Contact your Dell sales representative to discuss your specific requirements.

5) Data Security Options¹

In conjunction with each of the service offerings listed above, we help protect sensitive data by removing identifying tags and labels from equipment, overwriting functional seated hard drives and shredding inoperable or loose disks.

- a) **Offsite data wipe option:** We perform a 3-pass wipe using an automated script that overwrites every sector of a functional and properly seated hard drive. Sector verification is performed. If a drive cannot be 100% overwritten, the drive is physically destroyed.
- b) **Onsite data wipe option:** To provide an extra level of security, we can perform the 3 pass data wipe at your location before the equipment leaves the site. This option is available for desktops and notebook equipment only.

6) Important Additional Benefits

Brand Protection – Dell Asset Resale & Recycling Services can help customers avoid negative publicity resulting from a disposal process that goes wrong.

Environmental Stewardship – Assets not suitable for resale markets are recycled in adherence with local regulatory guidelines such as the EPA and WEEE legislation and waste regulations.

Reduced Overall Costs – The service delivers value back for qualifying systems that are resold and eliminates the cost of storing, licensing and supporting excess equipment.

Improved Focus for IT resources – Relieves you of the headache of managing the complex end of life process for your computer equipment.

7) Dell's Asset Resale & Recycling Model

Dell's approach is to provide an 'end to end' asset disposition service from collection and packaging at a customer's site through all processing elements to final disposition.

All our customer has to do is centralise equipment in advance of the agreed collection date. The process and options for asset disposition are summarised in the following figure.

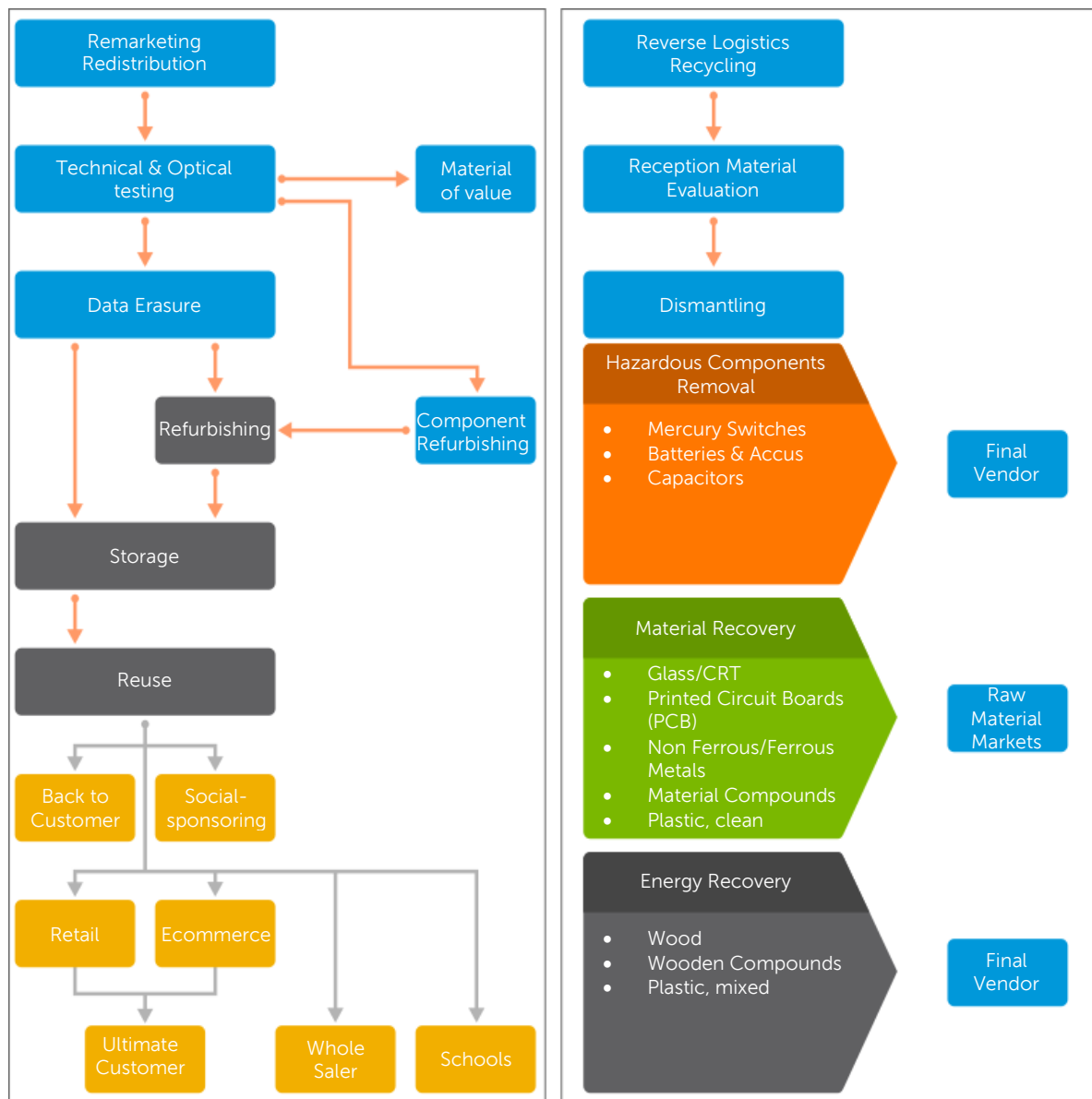


Figure 1 – Simple 3-step process

8) Typical Process Flows for Re-use & Recycling

During the recycling treatment processes, IT components are broken down into primary parts, materials are separated into groups of ferrous metals, precious metals and plastics, and are sent into downstream channels for re-use within a growing number of industries.

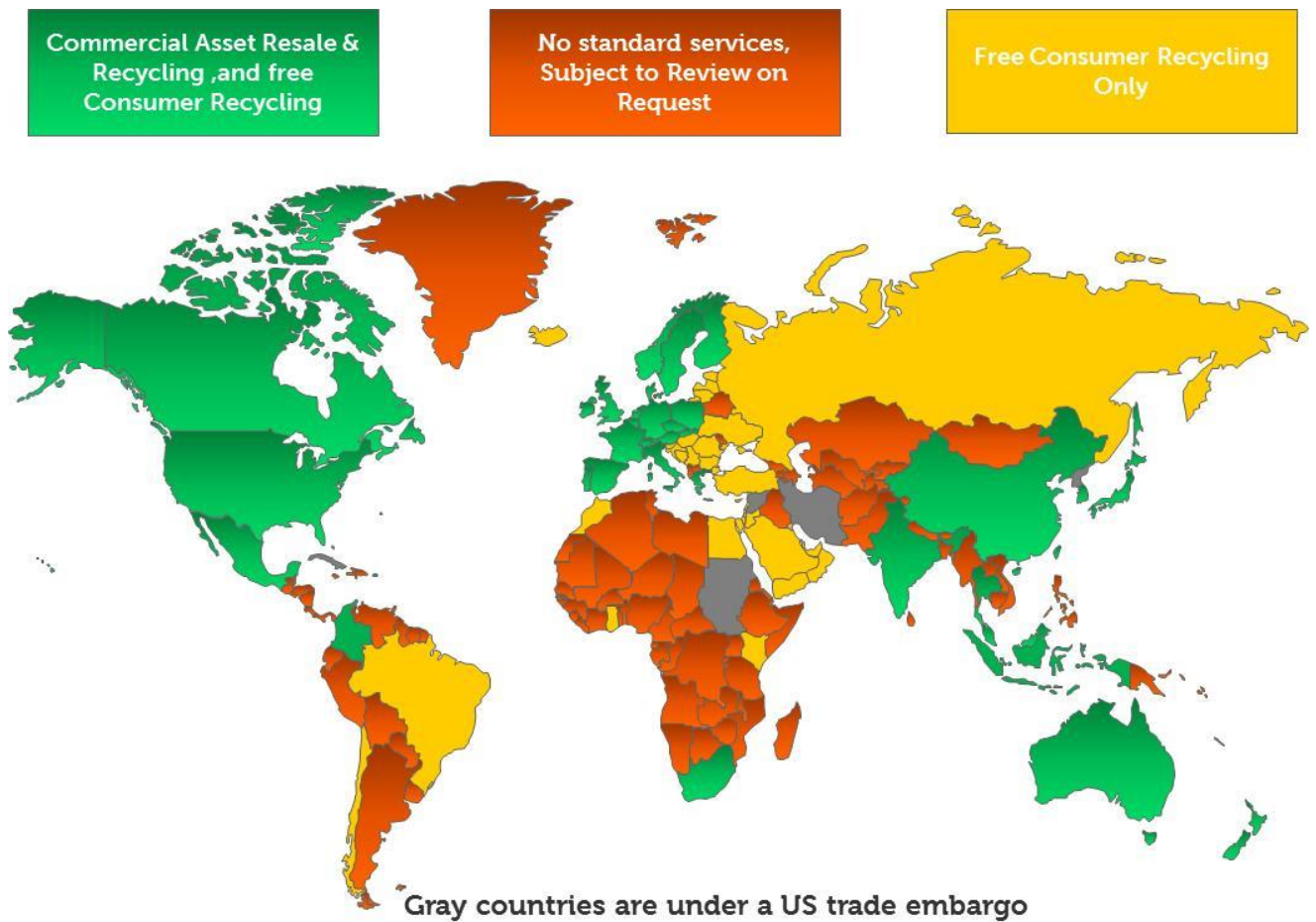
Figure 2 – Resale/Re-use Process & Recycling Processes



9) Geographic Coverage

Below is a view of Dell's global commercial and consumer Take Back programmes capability and coverage. Our footprint in this space is constantly being revised and updated as we expand our environmental partner network in line with Dell's globally defined material disposition protocols.

Figure 3 - Dell's Global Take Back Capability



10) Value Recovery

Dell's UEPP (Used Equipment Purchase Pricelist) is issued monthly, and reflects the achievable resale market values for Client product lines of similar age and configuration in that region. UEPP prices are for qualifying equipment received as complete, functional, and in good cosmetic condition.

Please contact your Dell Account Manager for a copy of the current month's UEPP.

a) Optimising Residual Value

Value back is driven primarily by three key areas -

- Condition of equipment,
- Components within equipment and
- Timing of receipt of equipment.

When decommissioning legacy assets, customers should take the following general guidelines into account in order to preserve the potential value of the assets being retired.

- Complete notebooks and desktops include, but are not limited to, the system processor, system memory, system chassis with power supply, AC adapter, battery, one fixed disk drive, and an optical drive.
- Notebooks with no optical drive will be subject to reduced values
- Processor Type: UEPP prices are typically based on Intel Pentium Processor. Non Intel Pentium Processors will achieve reduced values.
- Passwords and locking mechanisms will cause processing delays and may impact value.
- Equipment needing repair, incomplete, or non-functional will be subject to a reduced or no recovery value.

Final equipment value is determined by Dell's recovery partners after receipt and assessment of product.

Equipment that is no longer marketable, is missing major components and/or is cosmetically damaged so that it cannot be resold will be ethically recycled in accordance with local and EU guidelines.

b) Custom Value Quotations

Custom quotations are available for large estates or enterprise product lines, based upon customer provided inventory specifications.

Minimum specifications for custom pricing are as below, however more detailed information (RAM, CD/DVD, HD, etc.) can influence values and should be provided also where possible.

Systems	Make, model, processor type and speed, optical drives
Monitors	Make, screen size, type (CRT or flat panel)
Printers	Make, model, type (laser, inkjet, etc)
Servers/Storage	Make, configuration, device details (# drives, and ram)

For more information or to obtain a custom quote, please contact your Dell Account Manager.

11) Inventory Reporting and Confirmation of Disposal

Dell addresses security and environmental concerns through a detailed settlement reporting process.

- The Settlement report specifically lists each major asset collected, together with its configuration, condition, serial number and asset tag numbers.
- The Report details the final asset disposition together with a financial statement (if applicable) along with confirmation that system hard drives were overwritten with an automated script and that inoperable and/or loose drives were destroyed.
- Reporting verifies that recycling (if any) was done in accordance with all EU guidelines.
- Information on how to recover residual value achieved (if applicable) is also provided with the Settlement Report.

Settlement reporting is issued typically 35 business days from date of collection. Reporting timelines for large or complex projects and also for some countries (e.g. Japan) may vary from this guidance.

12) Approved Asset Resale & Recycling Partner Network

To support our Asset Resale & Recycling Service offerings, Dell maintains an extensive and growing global network of audited and approved third party service partners.

13) Asset Resale & Recycling Partner Auditing

Dell conducts detailed annual process and environmental as well as unannounced monthly data security audits of all approved partners in our network. These audits are conducted by independent auditors.

14) Dell Asset Resale & Recycling Partner On-boarding Requirements

- ISO 9001 certified
- ISO 14001 certified
- OHSAS 18001
- Dell's Right to audit at any time
- Liability and environmental insurance
- Data Security Standards
- Stringent materials export requirements
- No prison or forced labour
- Item level reporting
- Confirmation of Disposal for all end of life materials

15) Dell – A Good Neighbour

Dell has been recognised globally for environmental standards and as a corporate leader in environmental stewardship.

Dell's goal is to be the greenest technology company on the planet. To that end, we continually improve our business practices to better protect the environment while simplifying our customers' ability to manage their computer equipment responsibly.

We invite you to review all of our Corporate Policies and Environmental goals and commitments at the links below and we look forward to your questions.

- [Dell Earth](#)
- [Corporate Accountability](#)
- [Commitment to the Environment](#)

16) Case Studies

- [European Patent Office \(EPO\) – Setting High Standards](#)
- [Roundy's Supermarkets, Inc – Keeping Supermarket PC's Fresh](#)

17) Related Materials

- [Asset Resale & Recycling Datasheet and Customer presentation](#)
- [Service Descriptions](#)

18) Related Links

- [Dell WEEE Compliance](#)
- [Frontline Magazine: "Ghana - Digital Dumping Ground"](#)
- [CBS 60 Minutes: "The Wasteland"](#)

[Back](#)

ⁱ No data removal process leaves a hard drive or computer as free from residual data as a new product. Dell makes no recommendations regarding the customer's security needs or representations regarding the effectiveness of one method of data removal over another. ²Gartner, "Magic Quadrant for North America Information Technology Asset Disposition," by R. Schafer, December 2013. Gartner does not endorse any vendor, product or service depicted in our research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.