

Case Study:

Leading U.S. Communications Firm Boosts Revenue by 1.5M While Solving Logistical Dilemma and Eliminating Data Security Risks

Who is e-Cycle?

e-Cycle is a premier mobile-device recycling company that partners with leading corporations and large government agencies to securely recycle their smartphones and tablets. With a focus on the key areas of concern for asset managers, e-Cycle specializes in mitigating data security risks, upholding environmental compliance, and offering logistical support.



The Challenge:

Leading national communications firm with hundreds of regional offices was preparing to upgrade and recycle their fleet of mobile devices upon the completion of a nationwide corporate merger and business expansion. IT, finance, and procurement directors were challenged with solving the complex business requirements of balancing:

- Widespread and disparate shipping logistics per location
- Data security risks
- Environmental compliance
- Financial distribution and tracking of regional payments
- Detailed reporting



The Result:

Working closely with **e-Cycle's** sales, operations and PMO team, the firm was able to outline detailed business requirements that captured the unique needs from every department and across every region. With a focus on white glove service, e-Cycle was able to devise a program and begin beta testing. Through constant communication and continuous improvement, the program launched with amazing success and resulted in:

- Increased revenue
- Customized logistics, including sending shipping materials and providing on-site support
- Receipt of shipment logs sent daily
- Personalized reporting as needed (daily, monthly, quarterly)
- Devices wiped and a comprehensive ABM and Knox removal process enacted
- Environmental Impact Statements issued



Client: National Communications Firm
Number of Employees: ~100,000
Location: National

THE CHALLENGE:

Nationwide communications firm requires highly customized recycling program to be implemented across hundreds of locations with varying business requirements

- Geographically dispersed locations
- Getting shipping materials to each individual location
- Personalized reporting, tracking shipments by region
- Managing data security risks

THE RESULTS:

A customized buyback program was developed to meet critical business requirements across all disciplines (business, procurement, IT, and finance) including:

- On-site service
- Customized logistics
- Increased revenue
- Devices wiped; ABM/KNOX solution developed

Let's start a conversation!

Contact gogreen@e-cycle.com to learn more.