

Asset Disposal Guide

Tucson's Secure E-Waste Management



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What Is Asset Disposal?

In the information technology world, Asset disposal is the term given to the systematic process involved with removing electronic assets from corporations that may have little to no further use or value and ensuring that they are properly disposed of. Collectively, these unwanted assets are sometimes called electronic waste or “e-waste.” Due to the nature of Asset Disposal, it is often considered to be a combination of recycling and secondary-market electronics, along with an emphasis on IT security.

Why Is Asset Disposal Needed?

Now more than ever before, global corporations have been tasked with the legal, environmental and ethical responsibility of proper electronic waste disposal. Asset Disposal seeks to remove the responsibility for proper e-waste disposal from the corporation, in order to allow better suited companies to handle the immense paperwork, processing, and strict laws that surround this form of waste. The primary concern for today’s corporations is the proper disposal of potentially hazardous assets in such a way as to maintain the confidentiality and privacy of corporate data while avoiding potential PR disasters from failing to do so.

The following are just a few of the hazards that could result from the improper disposal of corporate e-waste:

- Customer Identity Theft
 - Corporate Secrets Out In The Open
 - Lost Contracts from Victimized Clients
 - Software Export Fines
 - Vendor Lawsuits
 - Customer Lawsuits
 - HIPAA/SARBOX & Other Industry Violations
 - EPA and Other Environmental Fines
 - PR Nightmares When Assets Are Found
 - National and International Environmental Lawsuits
- AND MUCH MORE!

A quick Google search on “e-waste” will likely net hundreds of articles about the illegal dumping or selling of e-waste to overseas companies. Once the waste arrives, it is either dumped at random or melted down by economically desperate cheap labor using health-damagingly archaic metal extraction techniques. Often unknowingly, the very corporations that were trying to do the right thing in the first place end up being the victims stuck with the mess. Tucson corporations deserve better!

What Assurances Does a Corporation Receive?

The following are provided to all asset disposal customers in Tucson and the surrounding areas:

- 1) A certificate of destruction/recycling, along with a detailed list of assets and their final destinations.
- 2) Hard drives are wiped and a certificate provided, along with a list of applicable serial numbers.
- 3) A document certifying the transfer of ownership of all acquired assets is provided, effective upon the arrival of Xcentech and the removal of items from the corporation.
- 4) A pricelist is provided **before pickup is scheduled** that details the cost to dispose of each asset type and the stipulations related to all pricing levels.
- 5) Xcentech provides all transport of assets from the corporation to our Tucson warehouses and again to local Tucson recycling partners all without a "trip" or "pickup/removal" fee separate from standard pricing.
- 6) A percentage of proceeds from the remarketing of any assets would be credited toward the costs incurred by the corporation for Asset Disposal.

What Makes Us Different

Xcentech performs all Asset Disposal services here in Tucson with the strictest focus on maintaining the confidentiality of client data and compliance with local, state, and federal e-waste laws and regulations. In addition, we assure our clients that sensitive data will never be found on a hard drive that we process, nor will our clients ever be held liable for the improper disposal of e-waste. How can we be so sure? Xcentech's system makes sure that assets are handled responsibly.

Xcentech monitors each step of the process from the time that the assets leave a client's facility to the time that the assets are either re-marketed or recycled to ensure that the critical "Chain of Ownership" is never broken. With identity theft and corporate espionage on the rise, we make sure that ALL hard drives are subjected to a rigorous seven pass DoD wipe to ensure that data can never be recovered. If a drive fails to complete this process for any reason, it is immediately marked for destruction and subjected to proprietary methods to ensure that it can never function as a hard drive again under any circumstances. Any remains from this destruction are responsibly recycled at one of our Tucson recycling partners.

While recycling may be the new focus, not all recyclers are created equal. Xcentech chooses its Tucson recycling partners carefully and works to ensure that they do not participate in environmentally dangerous

practices, such as the export of e-waste to third world countries for the purposes of dumping or burning. Of course, the proof is in the act. That's why we ensure that there are either publicly available documents to show a recycler's commitment to our standards, or we make them sign a specific agreement with us.

Finally, Xcentech seeks to gain the trust of all clients who do business with us. To this end, we do not engage in shady pricing tactics, including the use of hidden or unexplained fees or charges, nor do we charge pickup, delivery, or other transport fees, as long as the pickup is done in Tucson or one of our supported surrounding areas. We are also pleased to be an Accredited Tucson Business with the Better Business Bureau (BBB). Therefore, our clients will always know exactly what they are going to pay before we arrive. ***Any price changes that will increase a clients cost for any reason will be discussed well in advance, specifically during the time that we receive a request for pickup and the associated item list.***

Our Process at a Glance

- 1) When we receive a request for Asset Disposal, we will request that an editable spreadsheet be e-mailed to us for quoting.
- 2) Once a quote is approved, we will schedule a pickup that is convenient for the corporation.
- 3) An advance team will arrive at the warehouse along with your Xcentech liaison and begin tagging items with unique barcodes. Once tagged and scanned, our delivery partners will arrive and begin loading and securing the items on pallets. As each item is loaded onto a pallet, it is re-scanned.
- 4) When the pallets are loaded onto the truck, the barcode is scanned.
- 5) When all pallets are loaded onto the truck, the corporation will be provided with the certificate of ownership transfer and a list of all items scanned and removed from the facility.
- 6) Your Xcentech liaison will either ride in the truck with the equipment or follow the truck to the warehouse and processing center. At no time will the truck be parked or left unattended.
- 7) As each pallet is unloaded from the truck, the pallet master barcode will be scanned.

- 8) As each item is unloaded from its pallet, it will be re-scanned.
- 9) Items needing further processing will be processed accordingly. This includes printers that may have additional parts to process, secure hard drive wiping, and battery disposal.
- 10) Any items that are to be re-marketed will be sold. Xcentech handles all re-marketing including packing and shipping.
- 11) Items previously set aside for recycling will be scanned when loading onto the truck. When we reach our recycling partner, each pallet will be scanned when un-loaded from the truck.
- 12) A full report of all assets, including final destinations will be provided to the corporation.

Why the Complex Process?

Our proprietary process involves numerous scans to ensure that all items are accounted for before and after each processing step. We are fanatical about maintaining the Chain of Ownership so that our clients need not worry. In addition, we strip all assets of all corporate markings before they leave our warehouses for re-marketing or recycling. Therefore, corporations should be very weary of Asset Disposal companies that seek only to provide a Certificate of Ownership Transfer without a detailed process!

Specific Elements of Pricing

Xcentech performs all Asset Disposal services at the prices set forth in the official quote that each corporation will receive after we receive and evaluate the list of assets to be processed. Generally, prices are based on the disposal of not less than five pallets and are based on the assumption that there will be some assets that could be re-marketed. Xcentech will not necessarily refuse service for pickups less than five pallets, but charges may be significantly higher for minimal pickups, unless a contract or long term agreement is reached. It should be further understood that pricing for each pickup could be discounted based on larger disposal volumes and/or the specific mix of assets included in a disposal. ***Any price changes that will increase a corporation's costs for any reason will be discussed well in advance, specifically during the time that we receive a request for pickup and the associated item list.***

Asset Re-Marketing

Corporations have a choice when it comes to re-marketable assets that often results in significant cost savings for Asset Disposal as a whole. Because Xcentech and our affiliates have direct experience in the IT marketplace, specifically as it relates to the Tucson market for used equipment, our clients can rest assured that we will get the best possible price for re-marketed assets, based on wholesale/used pricing and various market factors. In the spirit of developing a long term relationship with each Asset Disposal client, we offer a significant incentive to take credit over cash. The two options we offer are:

- 1) 20% of the total profit made from re-marketed assets if a corporation chooses to have this amount refunded in cash for the current Asset Disposal
- 2) 35% of the total profit made from re-marketed assets if a corporation chooses to have this amount credited towards the Asset Disposal fees incurred for the **NEXT** pickup.

Overview of Xcentech Computers, LLC

The founder of our company has extensive experience with Windows Operating System support, including Windows® 98, Windows® ME, and ®Windows® XP®, as well as special project experience supporting Windows® 95 and American Express® B2B software. Through his experiences, he gained extensive knowledge of the internal workings of operating systems and experience with various hardware and software issues. In 2004, when outsourcing to foreign countries gained popularity he formed what is now Xcentech Computers in Tucson, Arizona as an answer to the declining level of industry support and the unhappiness of American customers. Simply put, we provide quality technical support to both residents and businesses at an affordable price.

Over the past four years, we have had a major change in focus from residential support to directly targeting business and non-profit clients with an annual IT budget from 20-40K+ and a number of users ranging from 10-100+. We excel at taking businesses from a stagnant level of technology use to the next level of high tech progress including such technologies as VOIP phone systems, enterprise tape backup, Small Business Server 2003, Small Business Server 2008, Server 2003 R2, Server 2008, Exchange 2003 and 2007, and more. Specifically, we thrive in environments that have a need for servers but may not have one or may be under using their current capacity. In these environments we can show clients the value of new hardware and software to increase the availability of business resources or to increase current efficiencies.

Who Does Xcentech Serve?

With regard to Asset Disposal services, Xcentech currently serves Tucson and all immediately surrounding areas. This includes areas as far South as Rio Rico/Nogales, as far East as Benson, as far North as the town of Oracle and as far West as Old Tucson Studios. Areas far outside the Tucson city limits may incur additional fees or Xcentech may require additional minimums for standard pickup. However, once a relationship has been established with a Tucson corporation that may have offices in another city in Arizona, considerations may be made that extend beyond this service area.

Supplier's Geographic Locations

Xcentech Office:
4625 E. Broadway Suite100A
Tucson, AZ 85711

Xcentech may use various secured warehouse locations around Tucson.