



BRINGING YOUR BUSINESS INTO FOCUS

New Insights to Mobile Disposition

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New Insights to Mobile Disposition

Agenda

1. Three Insightful Improvements
2. Framing Strategic Changes in Wireless
3. Redesigning the Disposition Value-stream
4. Managing Improvements

Speaker Bio

- Ryan Laber
- VP, Cascade Asset Management
- 20 year Technology Disposition Veteran
- CMAM, MBA



Three Insights to Improve Upon

1. Most Enterprise mobile disposition programs **lack a contract** to guarantee erasure.
2. Poor packaging can **erode price by 30%**.
3. Up to **50% of devices fall-out** due to security locks from personal or corporate settings.



Framing Strategic Changes

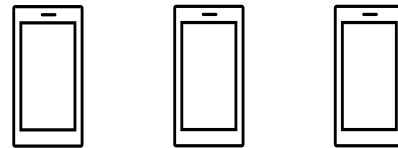
Mobile Unbundling

Wireless plans and device procurement have been 'unbundled' from one another, removing dependence on carrier trade-in programs.



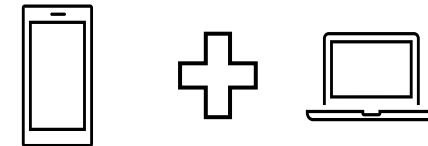
Device Standardization

Security and user preferences have caused standardization on premium brands, such as Apple and Samsung.



Asset Collaboration

Growing collaboration between PC and Mobility asset management functions has cross-pollinated best practices.

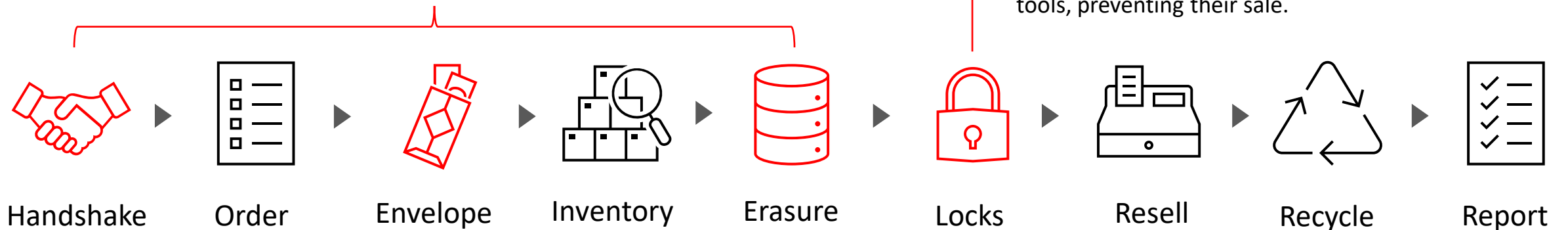


"COVID-19 has expedited several market changes already underway."

Redesigning the Disposition Value-stream, Part 1

1 Liability Exposure: Without a legally-binding contract, no language exists to guarantee erasure.

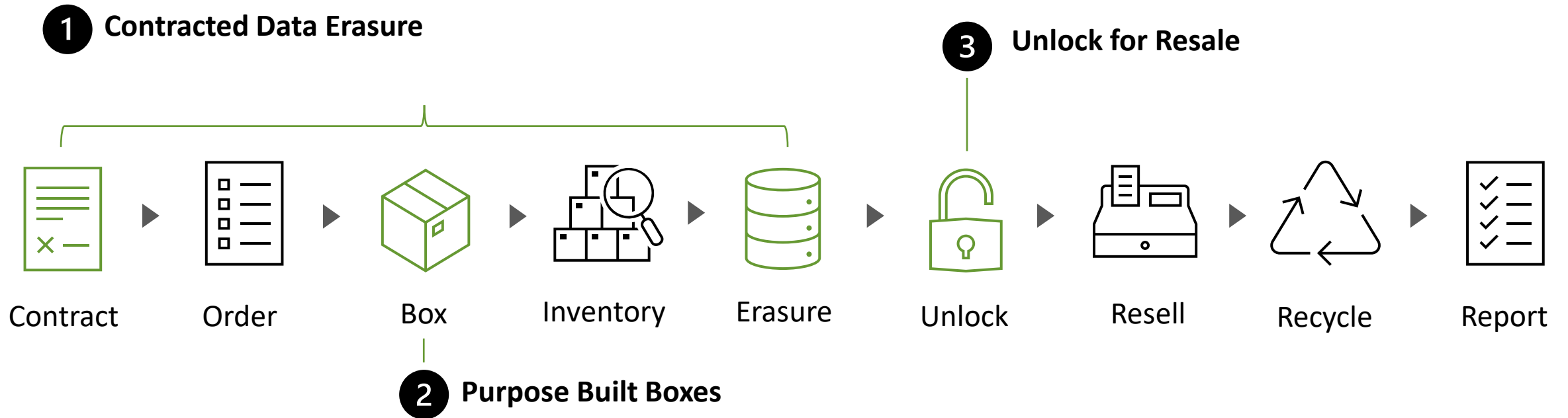
3 Locked-Out Value: As many as 50% of devices are locked with deployment or personal security tools, preventing their sale.



2 Transit Damage: Cheap envelopes and poorly designed boxes allow damage, which can erode prices by 30%.



Redesigning the Disposition Value-stream, Part 2



Managing Improvements

Agreement Requirements

- Contract Language* that guarantees the erasure of data at disposition with line item asset reporting.
- Boxes* that sufficiently protect devices for parcel shipping, in both single unit or bulk shipment forms.
- Quarantine Processes* for units that must undergo removal of a deployment or personal security lock prior to resale.

Metrics

- Disposition Traceability*, the percentage of devices with line item traceability to a data destruction record.
- Yield %*, the number of devices sold, divided by the number retired. By leveraging 'unlocking' processes, this metric should improve over time.
- Average Unit Price*, which should improve over time with better packaging.



Thank You

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