



PIVOT IT ASSET DISPOSAL SERVICES

End-to-End Services Focused on the Retirement, Disposal and Remarketing of Outdated IT Assets.

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

- Integration
- Professional
- Deployment
- Workforce
- Managed

SOLUTION DISCIPLINES

- Workplace Experience
- Application Modernization
- Network Optimization
- Security Fortification
- Cloud & Datacenter Transformation
- Customer Experience

SERVICES VALUE STREAM



All IT assets will ultimately reach end-of-life and must be disposed of properly. They cannot simply be thrown away — the security, legal, compliance and environmental risks are too great. They cannot be allowed to accumulate — they take up valuable real estate and create management headaches.

However, many organizations struggle to effectively dispose of IT assets. This challenge has intensified with the increasing scale and complexity of the modern data center and the exploding volume of connected devices. Overstretched IT teams lack the time and expertise to recapture any value and ensure secure, environmentally sound disposal.

Pivot Technology Services provides turnkey IT asset disposal (ITAD) services that address these challenges. These services are based upon Pivot's highly disciplined approach and include the following options:

- ▶ **Disposal** of equipment that is nonfunctional or has no residual value, or that poses too great of a security risk for remarketing. Pivot ensures the total destruction of data and proper recycling of all materials in adherence with its zero-landfill policy.
- ▶ **Upfront buybacks** of equipment that was purchased but never used. Because these assets often have significant value and don't need to be "wiped," Pivot can make an upfront offer to purchase them.
- ▶ **Sort and settle** services for unknown equipment. Pivot will go through the equipment, compile a report, and advise the customer of items that may have residual value. If the customer approves, Pivot will sell the valuable assets and settle costs. Any remaining equipment is recycled.
- ▶ **Consignment / revenue share** services for customers who know the value of their equipment. Pivot will accept the equipment on consignment, sell it, and give the customer a predetermined share of the revenue.



Pivot's ITAD managers have more than a decade of experience in the industry and the ability to customize solutions to meet each customer's unique needs and requirements. Whether on a large scale or as a one-time need, Pivot can help any organization effectively dispose of their end-of-life IT equipment.

CLIENT PORTAL

Pivot's client portal provides complete visibility into the entire ITAD process, giving customers the peace of mind that their IT assets are disposed of in a secure, environmentally sound manner. Customers can use the portal to easily schedule equipment pickups, view the disposition of particular assets and access reports. Because the portal is linked to Pivot's logistics and data wiping software, customers can track their assets in real time.

ASSET LOGISTICS

Pivot can coordinate asset pickups or arrange for assets to be shipped to a Pivot logistics facility. The Pivot team follows specific shipping and packing instructions to ensure successful pickups. Detailed processes ensure that all assets are tracked from arrival to final disposition.

ENVIRONMENTAL FOCUS

Pivot emphasizes the reuse and resale of assets in an effort to reduce the impact of electronics on the environment. Any asset that holds value goes through testing and data wiping so that it can be resold or reused.

For other assets, Pivot adheres to a zero-landfill policy and partners with disposal experts that are R2/RIOS certified. The Responsible Recycling (R2) certification reflects adherence to the highest standards for the safe and sustainable disposal of e-waste. The Recycling Industry Operating Standard (RIOS) provides a framework of best practices that ensure material is recycled according to the highest environmental, health and safety standards.

SECURITY AND REGULATORY COMPLIANCE

Ensuring the security of the customer's data is always a top priority. Pivot maintains proper chain of custody and provides detailed reports on the final disposition of every asset. Additionally, Pivot provides certificates of liability transfer and data destruction to protect the customer and provide assurance that disposition was handled properly.

All data destruction is performed in a designated configuration space that is monitored via closed-circuit television. The Pivot team never gains access to the customer's data. Pivot's certified data-wiping software meets the Common Criteria Evaluation and Validation Scheme and is compliant with the following federal and international regulations:

- ▶ US DoD 5220.22-M
- ▶ NIST 800-88 REV 1
- ▶ HIPAA
- ▶ FACTA
- ▶ Sarbanes-Oxley
- ▶ US Army AR380-19
- ▶ US Air Force System Security Instruction 5020
- ▶ US Navy Staff Office Publication P-5329-26
- ▶ US National Computer Security Center TG-025
- ▶ NATO NIAPC
- ▶ GB HMG Infosec Standard #5 Baseline
- ▶ GB HMG Infosec Standard #5 Enhanced
- ▶ German VSITR
- ▶ Australian Defense Signals Directorate ACSI-33(X0-PD)
- ▶ Australian Defense Signals Directorate ACSI-33(X1-P-PD)
- ▶ Canadian RCMP TSSIT OPS-II Standard Wipe
- ▶ CIS GOST P50739-95
- ▶ CSEC ITSG-06

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