



CASE STUDY:

County Council

Public sector organisations must be transparent and robust as they source and manage suppliers, with budgets and environmental responsibility tightly monitored. One County Council issued a tender for IT asset disposition (ITAD) services to manage the office and IT infrastructure equipment across their multiple locations.

The Council needed a supplier who could maximise the resale value to offset the cost of new equipment, while ensuring any remaining material would be sustainably recycled. Regardless of the ultimate disposition, a comprehensive audit trail and data destruction certification needed to be available in real time via an online client portal. Vyta met each of these requirements, becoming the Council's supplier.

The Solution

The Council assessed over 6,000 laptops, PCs and monitors that needed to be replaced in the project, anticipated to take around six months. They decided to remove the older materials first, mostly monitors, with Vyta developing a corresponding collection schedule. Twice monthly collections began in June 2019, alongside project meetings with Vyta and Council project leaders to allocate resources and pinpoint any issues for resolution.

The collection of laptops was scheduled to begin in spring 2020. This would be a critical part of the project from a value return perspective as the laptops were believed to have strong resale potential. Most were under four years old, still under warranty and in good condition.

This timeline was interrupted by the global COVID-19 crisis. Collections were severely limited because of closures and changing working patterns, while supply chain disruption delayed the delivery of replacement equipment. Vyta adjusted the project schedule to meet Council requirements. Beginning in February 2021, hundreds of laptops were collected each month.

While the laptop's specification reflected the Council's projections, the conditions did not. Less than one third of the devices were in Grade A condition. Nearly a quarter were in poor enough condition to warrant recycling or required repairs to be resold. Vyta's skilled technicians were able to identify and carry out repairs and upgrades on equipment whose resale value would benefit most.

The Results

Pandemic-related disruptions continued, resulting in a volatile market for reused equipment.

Buyers were increasingly scarce and stock prices plummeted, but Vyta's large, well-established network of buyers across multiple channels counteracted some of these issues. We developed new buyer relationships to help keep sales volumes and values as high as possible.

Because of the Council's attention to detail and Vyta's flexible and agile ITAD service, over 9,000 assets have been collected, processed, and resold or recycled. That revenue has helped to offset costs of new equipment. The project timeframe expanded from six months to two years, while requirements and conditions fluctuated. Strong project management and open communication kept the project moving and successful.

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Vyta's project management and communication is superb. We have consistently been updated at all stages of the project and with all of our queries being addressed along the way. We've been extremely impressed with the service provided and wouldn't hesitate to recommend Vyta to other organisations

PROJECT LEAD, COUNCIL