



CASE STUDY:

Aon Global ITAD

Aon went to market to select an ITAD (IT Asset Disposition) vendor to deliver a sustainable solution for the collection, processing, recycling and disposal of electronic waste on an ongoing, scheduled and as required basis to fulfil their EMEA and North America locations.

Aon is a global professional services firm that offers a range of solutions to help clients make better decisions. Aon employs approximately 60,000 people across 120 countries and are dedicated to helping clients meet unfulfilled needs stemming from today's rapidly changing, increasingly complex and interconnected challenges.

Aon is positioned to deliver innovative solutions that address those unmet client needs to become the partner of choice for all businesses, regardless of industry, size or geography who want to make better and more informed decisions.

In 2021 Aon committed to achieving net-zero emissions by 2040 and further enhanced this commitment by signing on to the Science Based Targets Initiative (SBTi) which includes a validation of Vyta's SBTi reduction target alongside regular progress disclosures and data tracking.

AON's ITAD Requirements

Aon ran a rigorous and detailed RFP (Request for Proposal) process, assessing multiple ITAD companies' suitability to meet their specific requirements and deliver a centralised, secure and sustainable ITAD programme across their EMEA and North America locations.

They needed a vendor that provided:

- ✓ Core disposition services including data sanitisation, reviews, chain of custody, recycling and remarketing/resale.
- ✓ Extensive account support throughout each step of the ITAD process – scheduling, billing, user access, security, tracking and certification requirements.
- ✓ Detailed reporting on all account and asset activity and detailed billing data for effective charge-back and compliance.
- ✓ Web portal access and support for clear coordination of regions served directly and by subcontractors.

Why Vyta?

Having completed the RFP process, Vyta was awarded the Aon EMEA and North America ITAD contract due to;

Customer Engagement Excellence

Vyta already had a strong and trusted relationship with the Aon UK team, having delivered a successful ITAD program across the UK prior to the RFP process.

✔ **Dedicated Account Manager**

Manages the overall program, monitor SLAs and KPIs, carry out monthly update meetings and quarterly business reviews.

✔ **Service Delivery Team**

Supports day-to-day management and coordination with each local Aon team.

✔ **Business Support Team**

Manages subcontractor service, compliance and relationships for a seamless service.

Sustainability

By choosing Vyta, Aon aligns its ITAD programme with its sustainability goals and broader environmental commitments. Sustainability underpins every aspect of Vyta's operations, ensuring that environmental impact is minimised across all services.

Vyta supports Aon's sustainability targets by:

- ✔ Collecting and processing material as close as possible to client locations, reducing transport-related emissions.
- ✔ Ensuring consistent environmental compliance standards across every site. Vyta holds R2v3 certification and PAS2060 carbon neutral status at all processing facilities.
- ✔ Monitoring and reporting on sustainability actions and carbon reduction progress to support continuous improvement.
- ✔ Increasing the lifecycle of whole units and components through refurbishment.
- ✔ Providing regional carbon impact reporting, allowing Aon to identify high-performing areas and apply best practices across multiple locations.

Fair Global Pricing Models

Vyta drives value return for Aon through a simplified regional pricing model, where pricing is based on normalising charges per area. Variables in the costs associated with transportation aligns to Aon's pricing, allowing us to maximise load volumes and reduce overall costs.

Equipment Sale Values

Vyta delivers maximum value to Aon through a global resale model that manages all routes to market directly from Vyta facilities. This approach ensures the highest possible return on all equipment sales.

Security & Compliance

Vyta is certified to ADISA Standard 8.0, ensuring the highest levels of data security and compliance across all operations.

Vyta operates under the 'Vyta Standards' - a documented framework detailing the security

measures and processing controls applied to every asset collected. This gives clients, including Aon, a consistent global standard that ensures full transparency and assurance.

These standards outline Vyta's operating and compliance levels, including;

- ✔ Employee screening and training
- ✔ Facility security
- ✔ Collections process and vehicle security
- ✔ Onsite shredding sizes and shredding vehicle security
- ✔ Chain of custody through data capture and tracking
- ✔ Data sanitisation standards for erasure and physical destruction
- ✔ Remarketing process
- ✔ Service provider compliance to ADISA and Vyta Standards.

Since being awarded the EMEA and North America ITAD contract, Vyta has consistently met all objectives and delivered in line with Aon's organisational priorities. The team continues to fulfil every aspect of the original RFP while providing ongoing guidance on best practices across all regions.

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Since the start of this partnership Vyta have delivered a cost effective ITAD program and have ensured that by managing centrally, service levels and delivery are in line with the requirements of each Aon location. Vyta's sustainability ethos aligns with our global targets, meaning we can make a measurable impact with our IT asset disposition

KATE CRISP, REGIONAL ASSET MANAGER EMEA, AON