

18 Questions to Ask When Selecting an IT Asset Recovery Vendor

Ensuring a potential IT asset recovery vendor's core capabilities align with your goals is essential in helping your company evaluate solutions. Here are 18 questions your business should ask any potential IT asset recovery vendor before making a decision.

IT Asset Recovery

- What are the effects of implementing this IT asset recovery program? How will this benefit my company?
- How does the vendor retrieve IT assets from disparate end users in today's remote workforce? Do I have to collect IT assets from end users then send them in to the vendor, or can my end users ship their IT assets directly to the vendor?
- What is the average recovery rate for the vendor's customers? The industry's average recovery rate is around 30%. Mobile reCell's average recovery rate is 95%.

Managing an IT Asset Recovery Program

- Can this vendor provide me with best practices for implementing a mobile policy for my end users?
- Who is actually responsible for the recovery of my program's IT assets? Does the vendor help me retrieve deployed IT assets?
- Can my end users choose how they will return their retiring IT assets?

Ensuring Data Security

- What are the risks in not having all of my IT assets recovered?
- How will I know all data has been securely removed from every recovered IT asset?
- How can I identify and address IT assets enrolled in my security management platform—Unified Endpoint Management (UEM), Apple Business Manager (ABM), Samsung Knox, etc.?

Recovering Maximum Value

- How will I know device testing, evaluation, and grading are fair and transparent to my company?
- How will I know which IT assets have and have not been recovered?
- What visibility will I have into the financial return on my recovered IT assets?

Automating Manual Processes

- Are reminders sent to end users who still have yet to return our IT assets?
- How will I communicate with employees who still need to return their devices?
- If recovering IT assets is currently very manual for me, what tasks or workloads can I outsource to this vendor?

Delivering a Sustainable Solution

- Will this solution further our existing sustainability initiatives?
- Will this solution allow our company to make smarter and more sustainable decisions around managing IT assets?
- How will I know this vendor has responsibly recycled any scrap or unsellable IT assets recovered for my company?

