

IT & ITES

Global

An IT asset recycler tracked every client device from recovery to resale or recycling

An IT asset recovery and recycling company labeled every device it collected, dispatched recovery jobs, recorded condition for resale and tracked responsible disposal in one system.



AT A GLANCE

INDUSTRY

IT asset recovery, remarketing and recycling

ASSETS

Clients' retired IT equipment

WORK

Recovery, refurbishment, resale, recycling

PREVIOUSLY

Manual tracking, prone to error

FEATURES USED

Assets

Work

Maintenance

Finance

01 The client

The client is a recycling company that recovers, remarkets and recycles retired IT equipment for its own clients.

Its value lies in recovering devices quickly, refurbishing and reselling those that still work, and disposing of the rest responsibly. Every step depends on knowing exactly which device is where and in what condition.

02 The challenge

The company handled a wide range of IT assets from many clients. Tracking them by hand led to errors, and each stage of the business needed accurate records.

- Tracking diverse IT assets from many clients was error-prone.
- Assets had to be recovered from client premises quickly to keep their value.
- Assets suitable for refurbishment and resale were hard to identify.
- Assets beyond repair had to be disposed of responsibly.

03 What they set up in Asset Infinity

The company managed every device it handled in Asset Infinity, from collection through refurbishment to resale or recycling.

Assets

Labels on every device

Each IT asset received from a client gets an RFID or barcode label, and technicians update its status and location on the mobile app.

Work

Recovery jobs dispatched

Recovery from client premises is a work order dispatched to a technician, so collections are scheduled and followed up.

Maintenance

Condition and history

Each device keeps a record of its condition, repairs and upgrades, which supports refurbishment and resale decisions.

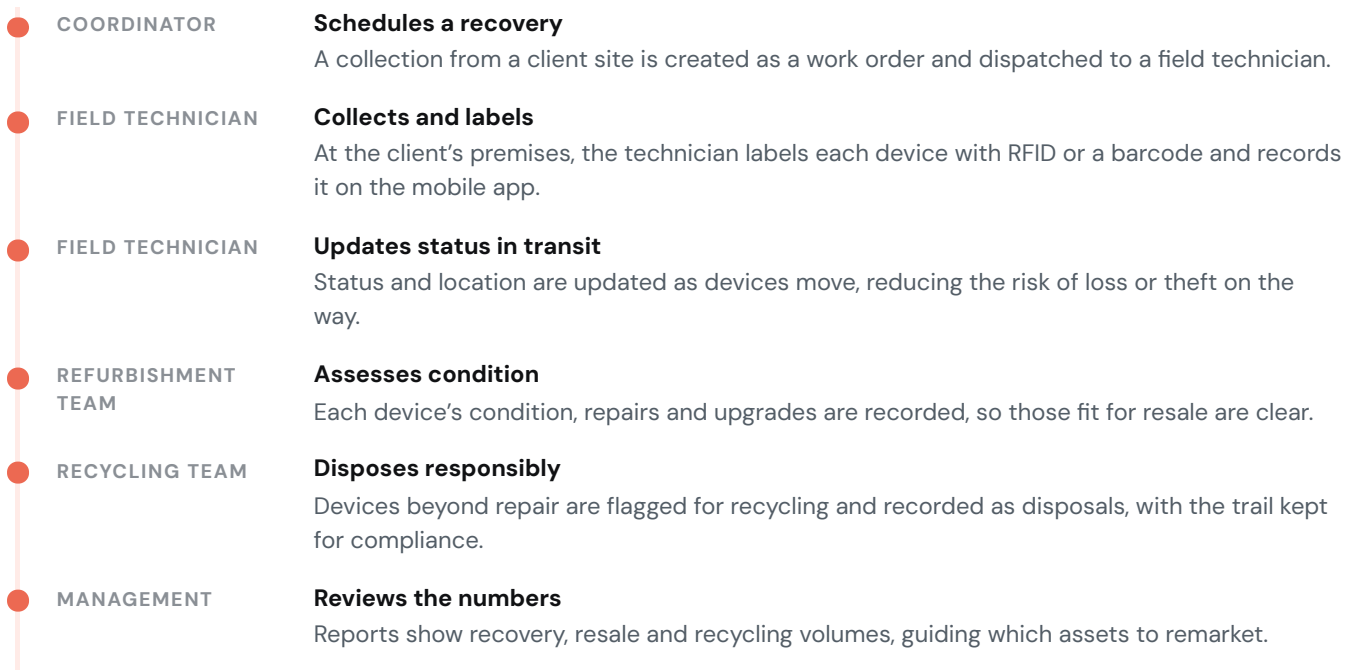
Finance

Disposal on the record

Assets beyond repair are flagged for recycling and recorded as disposals, giving a trail for environmental compliance.

04 How it works day to day

Here is how a device now moves through the business.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Tracking	Manual, prone to errors	RFID or barcode label on every device
Recovery	Hard to keep timely	Dispatched work orders
Resale	Viable assets hard to identify	Condition history on each device
Recycling	Compliance hard to show	Disposals recorded with a trail
Transit	Risk of loss or theft	Status updated as devices move

06 How it rolled out

1

Devices labeled at intake. Every IT asset received from clients was given an RFID or barcode label and a record.

2

Technicians on the mobile app. Field technicians began updating asset status and location in the app.

3

Recovery and disposal tracked. Recovery jobs and recycling were run through the system end to end.

07 The results

- Asset recovery is more streamlined, with less transit time and cost.
- Revenue from resale grew as viable assets were identified and refurbished.
- Recycling follows environmental standards, reducing electronic waste.
- Lower risk of loss or theft during transit.

08 Why it worked

Every device identified

A label from the first moment means each device can be followed through every stage.

History drives value

Recorded condition and repairs show which devices are worth refurbishing and selling.

Proof of responsible disposal

A recorded trail for each recycled device supports environmental standards and client trust.

09 Looking ahead

By tracking every client device from collection to its final outcome, the company recovers assets faster, resells more of them and recycles the rest responsibly.

Its analytics now guide recovery and remarketing decisions, and the full history of each device supports the environmental standards its clients expect.

See it on your own assets

A 30-minute demo, set up for an IT asset recovery or recycling business.

The client's name is withheld for confidentiality. Results are as reported by the client.

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