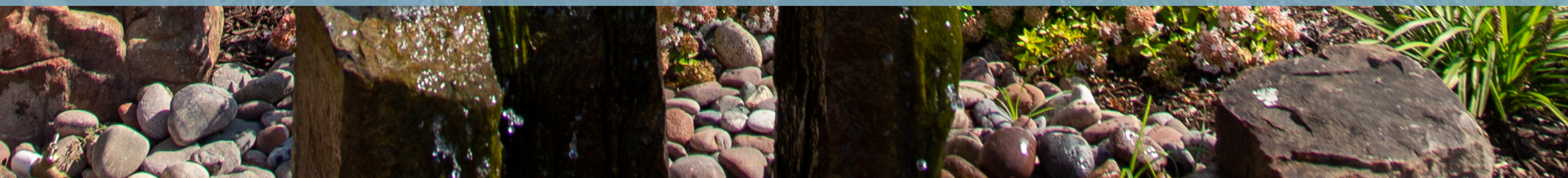




# CASE STUDY

## ITAD

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# The Details

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## Client

E-Recycling/ITAD processor,  
Advanced data destruction, server  
disposal, and secure IT asset  
recycler.

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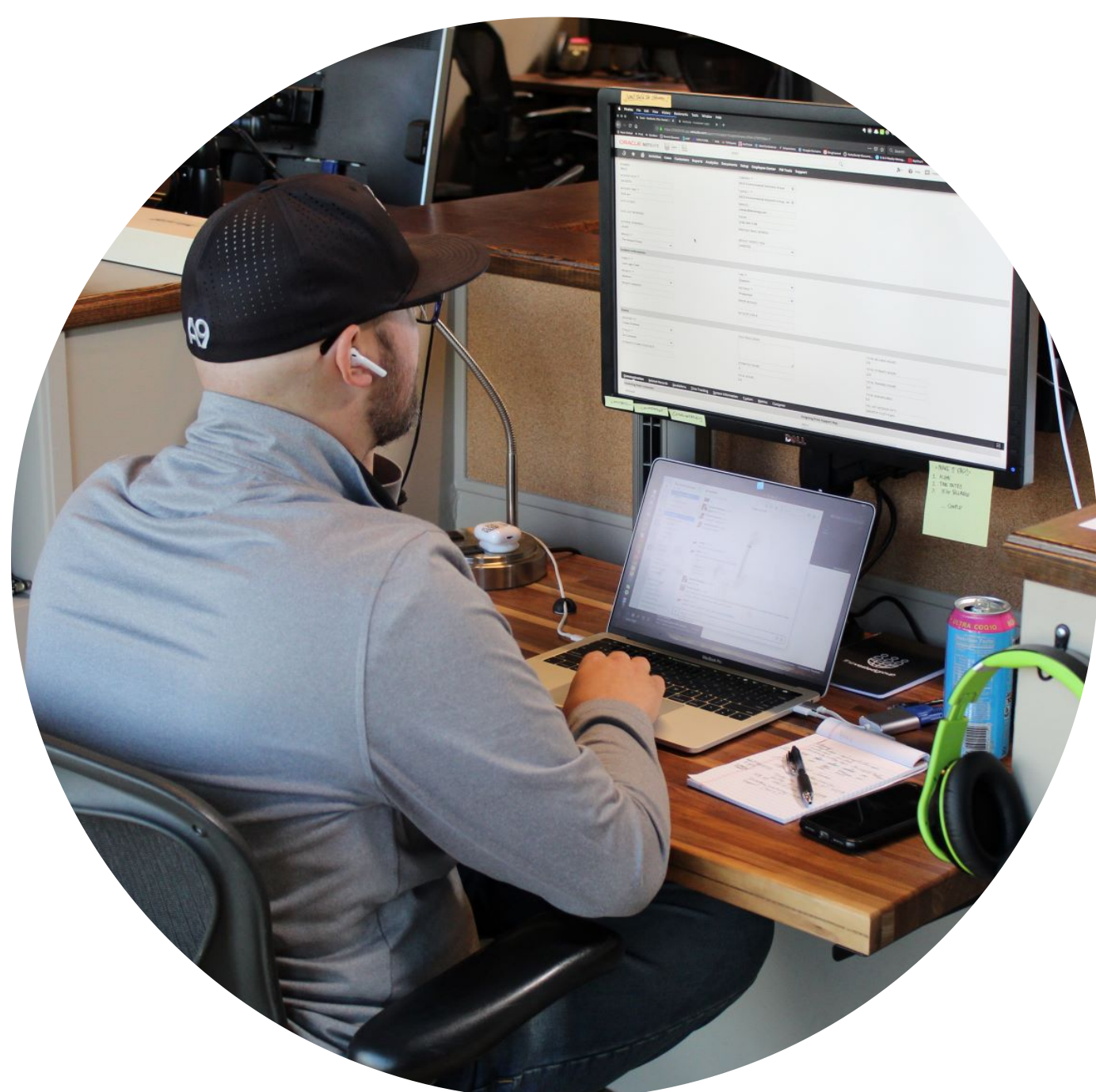
## Profile

Over 100 employees across Tennessee,  
Oklahoma, and Arizona. Tailored approach to IT  
asset disposal and facility decommission ranging  
from onsite services to customized online  
portals providing advanced logistics.



## Challenges

All business processes were scattered  
ineffectively across Excel spreadsheets and  
SQL servers. Spreadsheets were disorganized  
and inaccurate while continuous SQL server  
crashes placed company day-to-day business  
activity on hold. Limited visibility into their  
inventory, costs, and profitability left them  
with little to no reporting. Scaling financials  
had outgrown Quickbook limitations.





# The Vested Group Delivers

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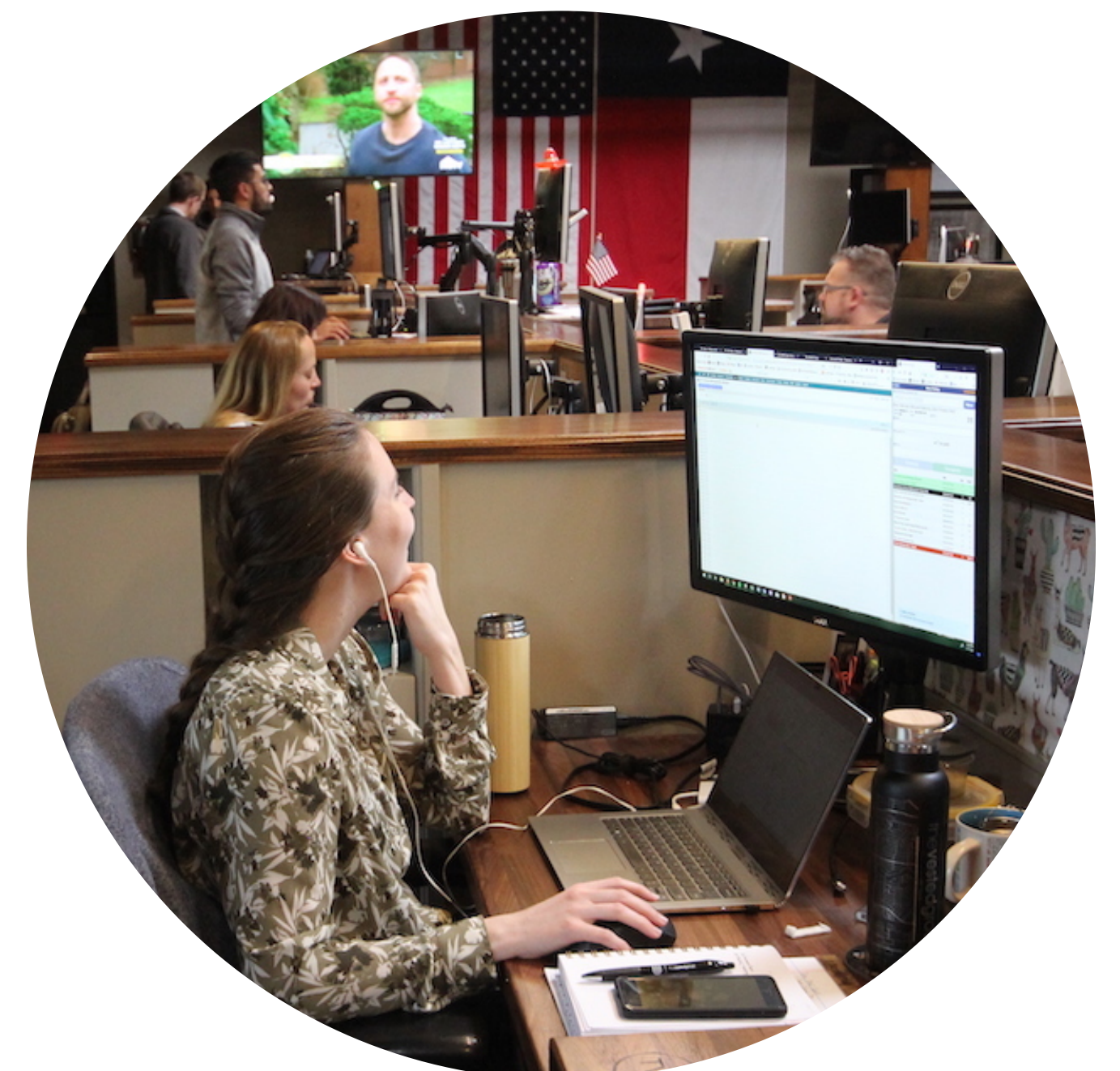
## Solutions

- Financials were migrated to NetSuite
- Spreadsheet and SQL supported processes were moved to Netsuite
- Data-wiping software was integrated to NetSuite
- Real-time visibility into business processes

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## Results

- End-to-end, chain of custody, processing of serial-level items inside a single system
- Access to real-time data generated critical management and leadership reports creating room for further improvement.
- Increased reliability to the customer
- Significantly increased data accuracy, reducing errors and corrections.
- Enabled IT staffing to shift focus to shift from 'just holding everything together' to gaining operational efficiencies
- Simplified and streamlined month-end processes to reduce month-end close time.







## The Decision

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The IT Asset Disposition (ITAD) industry has experienced strong growth as smartphone and tablet usage has increased. Some challenges include scaling to accommodate growth and accurately tracking inventory, leading to difficulty supporting supply chain requirements. The client had cobbled together multiple systems around QuickBooks, which made data gathering slow, painful, and created many error opportunities. Too much time was spent re-entering data into multiple systems and then having to correct mistakes later. As the company grew, this problem exponentially grew.

The company arrived at a decision point where they had to make a change or give up on growth while continuing to serve unhappy clients.





the**vested**group

## LETS GET IN TOUCH

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