

Case Study:

Leading U.S. Wholesale and Distribution Company Boosts Revenue while Solving Logistical Dilemma and Eliminating Data Security Risks

Who is e-Cycle?

e-Cycle is a premier mobile-device recycling company that partners with leading corporations and large government agencies to securely recycle their smartphones and tablets. With a focus on the key areas of concern for asset managers, e-Cycle specializes in mitigating data security risks, upholding environmental compliance, and offering logistical support.



The Challenge:

Leading wholesale and distribution company with hundreds of regional offices across the country was searching for a simplified way to manage mobile recycling that came with varying levels of support, from direct to hands off. The mobility department was challenged with solving the complex business requirements of balancing:

- Multiple locations with a wide variety of support needs (from hands-on to hands-off)
- Data security risks
- Remote management of self-shipping and kitting
- Environmental compliance
- Financial distribution by cost center
- Reporting requirements that were unique to each location



The Result:

Working closely with e-Cycle's sales, operations, and project management team, the firm was able to outline detailed business requirements that captured the unique needs from every site across the country. With a focus on independence and right-sized support, e-Cycle was able to devise a program specific to the client's needs. Through constant communication and continuous improvement, the program launched successfully, exceeding the client's expectations, and continues to support their ongoing efforts resulting in:

- Increased revenue with payments applied to the cost centers
- Customized logistics, including the establishment of online shipping portals that can identify each shipment by its unique location
- Developed receipt of shipment breakdown by location
- Personalized reporting by location (daily, monthly, quarterly)
- Comprehensive ABM and Knox removal process enacted before devices are fully wiped
- Environmental Impact Statements issued quarterly



Client: National Wholesale and Distribution Company
Number of Employees: ~100,000
Location: National

THE CHALLENGE:

Nationwide wholesale and distribution company requires highly customized recycling program to be implemented across hundreds of locations with varying business requirements

- Geographically dispersed locations
- Personalized reporting, tracking shipments by site
- Managing payment by cost center

THE RESULTS:

A customized buyback program was developed to meet critical business requirements across all disciplines (business, procurement, IT, and finance) including:

- On-site service
- Set up an online shipping portal to be utilized by each individual location
- Customized logistics
- Increased revenue through device buyback
- Devices wiped of data and ABM/KNOX solution developed

Let's start a conversation!

Contact gogreen@e-cycle.com to learn more.