

## Customer story

# Global healthcare company optimises IT asset management and boosts remarketing returns

Iron Mountain Asset Lifecycle Management helps healthcare customer improve consistency, maximise ROI, and enhance reporting, while supporting hundreds of thousands of IT assets annually.



## A global asset lifecycle management solution for a leading healthcare provider

A multinational healthcare provider sought to enhance its asset lifecycle management programme by increasing remarketing returns, streamlining service delivery, and improving transparency and reporting — all while reducing logistical costs. Iron Mountain Asset Lifecycle Management was able to achieve these goals, expertly managing hundreds of thousands of IT assets per year from thousands of corporate locations and more than 50,000 remote workers.

## Chain-of-custody, greater transparency, and improved ROI

When seeking a new partner to help manage their extensive IT hardware, the customer's primary pain points were logistical costs and lack of granularity in reporting. During an initial pilot programme, Iron Mountain demonstrated how its expansive operating footprint, end-to-end chain of custody, in-house logistics, comprehensive reporting, and technology integration capabilities offered cost savings, enhanced transparency, and improved standardisation across locations.



## Industry

Healthcare

## Challenge

A large, global healthcare company required a scalable asset lifecycle management solution to increase remarketing value, improve consistency, reduce logistical costs, and strengthen reporting.

## End-to-end solution

- On-site asset scanning
- Logistics & chain of custody
- Technology integration
- Device retrieval and redeployment services
- ITAD for end-user devices
- Data centre decommissioning and ITAD
- Remarketing
- E-waste recycling

## Results

Efficiently managing hundreds of thousands of IT assets annually across corporate locations, data centres, and a remote workforce, Iron Mountain delivered reliability, transparency, and maximised value recovery, while scaling for global support.

Prior to partnering with Iron Mountain, the enterprise also faced challenges in optimising remarketing potential. As a market leader in IT asset disposition (ITAD) with advanced component harvesting capabilities and a renowned global remarketing network, Iron Mountain was able to maximise the customer's financial returns from the resale of their end-of-life assets.

Upon the completion of a successful pilot, Iron Mountain implemented three comprehensive solutions to support the customer:

- **Device Retrieval & Redeployment Services:**  
Iron Mountain's Box Programme ensures the successful retrieval and redeployment of more than 50,000 remote workforce devices annually due to integrations, refresh projects, new hires and turnover.
- **ITAD for End-User Devices:** A programme designed to support all corporate locations with Iron Mountain's on-site asset scanning, reliable logistics, and end-to-end chain of custody, consistently meeting SLAs and enabling efficient and transparent collection, remarketing, and recycling of corporate end-user devices.

- **Data Centre Decommissioning & ITAD:** Expert support for refresh and decommissioning projects across more than 20 data centres, prioritising the reuse and remarketing of data centre components.

### The benefits of working with a true global provider

With Iron Mountain's innovative asset lifecycle management solutions and global footprint, the healthcare company now benefits from:

- **Reduced logistical costs** due to Iron Mountain's extensive global footprint and in-house logistics
- **Improved service delivery and transparency** with end-to-end chain of custody, visibility through technology integration, and comprehensive reporting
- **Consistency and compliance** across locations in North America, Europe and APAC
- **Lower TCO (total cost of ownership)** on IT assets due to maximised remarketing returns



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#### About Iron Mountain Asset Lifecycle Management

As a part of Iron Mountain, a world leader in secure asset management trusted by more than 90% of the Fortune 1000 for over 70 years, Iron Mountain Asset Lifecycle Management delivers secure, sustainable hardware asset management and IT Asset Disposition (ITAD) services on a global scale. Our end-to-end services, available in over 30 countries, include best-in-class logistics and chain-of-custody, data sanitisation, and certified decommissioning, with a focus on maximising reuse and minimising emissions and e-waste.

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