

Fujitsu Asset Lifecycle Management Services



Reshaping ICT,
Reshaping Business

FUJITSU

shaping tomorrow with you

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Introduction

Fujitsu adds value to your IT investment.

Our asset lifecycle service delivers environmentally sustainable, cost-effective, legally compliant and secure redeployment and recycling of used IT equipment. Through a range of flexible tailored services and solutions we help our customers support their business in the most effective way; optimising the performance of their IT infrastructure.

As a leading global IT manufacturer Fujitsu takes sustainability seriously. Using our Asset Lifecycle Management Services in Warrington, and a variety of accredited specialist partners, our business activities comply with the WEEE Directive and meet Producer Responsibility Obligations (PRO). Thereby helping our customers achieve their own Corporate Responsibility and Duty of Care obligations, whilst implementing the Waste Hierarchy and ensuring that no IT assets go to landfill.

As a leading and trusted name in ICT our reliable and secure services give customers comprehensive peace of mind. We offer significant value-added services above and beyond basic legal requirements.



Our approach

Fujitsu sets out to deliver the most cost-effective, compliant ICT asset lifecycle management service in the industry, through fully-managed end-to-end solutions.



We are committed to delivering the very highest standards of quality, environmental best practice and Corporate Responsibility in everything we do. This dedication has been recognised through our industry accreditations to ISO9001, ISO14001 and most recently our Platinum status in the Business in The Community (BiTC) CR index.

We offer flexible solutions that help customers manage their IT Infrastructure by;

- Maximising the fiscal and physical life of IT assets through redeployment, buy back and trade in services
- Releasing the residual value of end of use IT assets through resale
- Providing a legally compliant and data-secure recycling service for assets with no residual value



1.2.1 Fujitsu differentiators

- As the world's third largest ICT provider, Fujitsu's customers rely on us to deliver against their current and future business needs - while protecting their reputation
- We take the hassle out of your ICT hardware procurement and asset lifecycle management by offering a complete end-to-end solution
- We are endorsed by BiTC, the leading Corporate Responsibility index, as one of the very best performing companies in the UK in this field
- Our stringent security practices meet the most demanding requirements of both our public and private sector clients
- Our Environmental Management and Quality Systems are independently audited to ISO standards

Features of our service

Fujitsu's cost-effective, hassle-free service ensures:

- Data protection
- Environmental responsibility
- Legal compliance
- Maximum ROI
- Competitive advantage

Capability

1.3.1 Compliance

We hold all the necessary licences, permits, exemptions and certifications to deliver our legal obligations, including:

- Environmental Permit Operators Certificate (EPOC) - qualified personnel
- ISO9001 (Quality Management System)
- ISO14001 (Environmental Management System)
- Authorised Waste Carriers
- Licensed Waste Brokers

1.3.2 Tools & methods

- Fully-managed collection service
- Asset tracking system
- Blancco Data Cleanser, version 4.10 certified by CESG and DIPCOG
- Secure HDD Destruction
- Red Prairie (market-leading Warehouse Management System)

1.3.3 Facility

Fujitsu's Asset Lifecycle Management Services are operated as part of our Technical Integration Centre (TIC) in Warrington alongside our Configuration, Test and Repair Centre.

The TIC sits inside a secure 12-metre-tall High Bay Warehouse covering 141,000 sq.ft and has the capacity to hold 8,500 pallets. The site utilises Red Prairie, the industry-leading warehouse management system. The TIC complies fully with rigid government security standards and is open 24/7, 365 days a year.



1.3.4 Geographic coverage

Fujitsu's Asset Lifecycle Management Service supports customer requirements across Great Britain & Northern Ireland.

1.3.5 Partners

Every one of Fujitsu's service delivery partners complies fully with our uncompromising standards. As part of this commitment we regularly audit our partners to ensure consistently high performance.

1.3.6 Capacity

Our annual throughput is c250,000 assets. This is scalable to in excess of 1,000,000 per annum without further significant investment.



The service



Defining the scope

- Discovery workshop to define your requirements
- Document requirements in a Statement of Work
- Operational Readiness Review



1.4.1 Managed collections

As a standard Fujitsu will:

- Arrange collections
- Raise necessary paperwork
- Notify you of any discrepancies upon receipt
- Provide a point of contact for any issues

Our service can be tailored at your request to include:

- Security-cleared carriers
- Standard daytime collection
- Timed collection
- Out of hours collection

1.4.2 Asset appraisal

Fujitsu Asset Lifecycle Management Services will evaluate the collected equipment and process it in accordance with the agreed Statement of Work.

The evaluation process includes:

- Recording of assets on our system – with each individual asset given a unique barcode identifier
- Recording of serial and asset numbers
- Recording of specification details and cosmetic condition
- Functional power on tests
- Grading of assets, based on the following structure:
 - Grade 1** – Working, damage-free
 - Grade 2** – Working, with limited damage
 - Grade 3** – Working, but physically damaged or with parts missing
 - Grade 4** – Dead on bench / Unable to boot up
 - Grade 5** – Beyond economic repair

Each asset will be processed automatically according to the Statement of Work and the grading process. These targeted, efficient processes enable you to realise residual asset values quickly and accurately.

1.4.3 Data wiping

Inadequate security puts your data at risk. Fujitsu uses industry-leading data-erasing software (Blancco Data Cleanser, version 4.10) to cleanse disk drives and ensure complete protection at all times.

This process is certified to HMG Infosec Standard No.5 by:

- The Communications-Electronics Security Group (CESG)
- The Defence INFOSEC Product Co-Operation Group (DIPCOG) for use within the UK Ministry of Defence
- Security Standard ISO27001

If Fujitsu is unable to fully complete the purge process, the drive will be removed and physically destroyed using a degausser which will render it unusable. This process is fully secure and ensures that any potential resale value from assets can still be obtained. It can be completed on-site with you if required.

In addition, we provide Data Wipe Certificates for all assets and Certificates of Destruction for assets put beyond use.

Reporting and auditing

Detailed, auditable proof of data erasure is mandatory to meet compliance, regulatory and legal requirements.

Blancco automatically generates detailed erasure certificates which include:

- The relevant asset tag and serial number
- The name of the erasure engineer for audit purposes
- The date of erasure





1.4.4 Redeployment, resale, re-use, or recycle

All assets received at the TIC will be tracked, audited, wiped of data and graded. In line with your Statement of Work, these assets will then be automatically processed in one of the following ways:

Redeployment

Fujitsu can help you maximise your return on investment by redeploying your assets within your IT estate.

Service options include:

- Repair and refurbishment
- Hardware upgrades
- Portable Appliance Testing (PAT)
- Cleaning
- Re-imaging
- Testing
- Re-packaging and delivery

Resale

Fujitsu will assess the value of any assets that you no longer require and provide the optimal resale return via our extensive broker network.

Re-use

Fujitsu supports IT donation programmes for a wide variety of our customers.

Recycle

We ensure that assets with no residual market value are recycled using environmental best practice to ensure zero percent goes to landfill.

Service options include:

- Standard secure teardown and recycling
- High security teardown and recycling
- Certificates of destruction
- Separate HDD destruction to 6mm or 25mm

1.4.5 Storage

Fujitsu offers a choice of warehouse storage options to suit any business need. The TIC provides secure warehousing for all assets and data, featuring 141,000 sq. ft. of safe storage accredited to List X standards. Asset storage and on-site logistic activities utilise the Red Prairie warehouse management system and we complete a full inventory stock check on a quarterly basis.

1.4.6 Reporting

Fujitsu Asset Lifecycle Management Services provide a range of business reports. As a minimum, you are supplied with a monthly collection, stock, dispatch and financial report that provides details of all collections, receipts, stockholdings and dispatches (re-deployment, sales and recycling) and related charging.

Collection report

For all assets received, this details the following:

- Collection Reference
- Asset and Serial Number
- Fujitsu assigned barcode
- Make/Model /Description of each item
- Item Grade

Stock report

Details the above information for new collections received and current stock held.

Dispatch report

For all assets dispatched, this details the following:

- Order reference
- Order type (re-deployment, re-sale and recycle)
- Dispatch date
- Collection Reference
- Asset and Serial Number
- Fujitsu assigned barcode
- Make/Model /Description of each item
- Revenue generated for re-sale orders

Financial report

This provides details of all charges and re-sale revenue generated in relation to each asset processed during the financial period.



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