

Replay Services

# How our Replay Services make DAAS more sustainable.

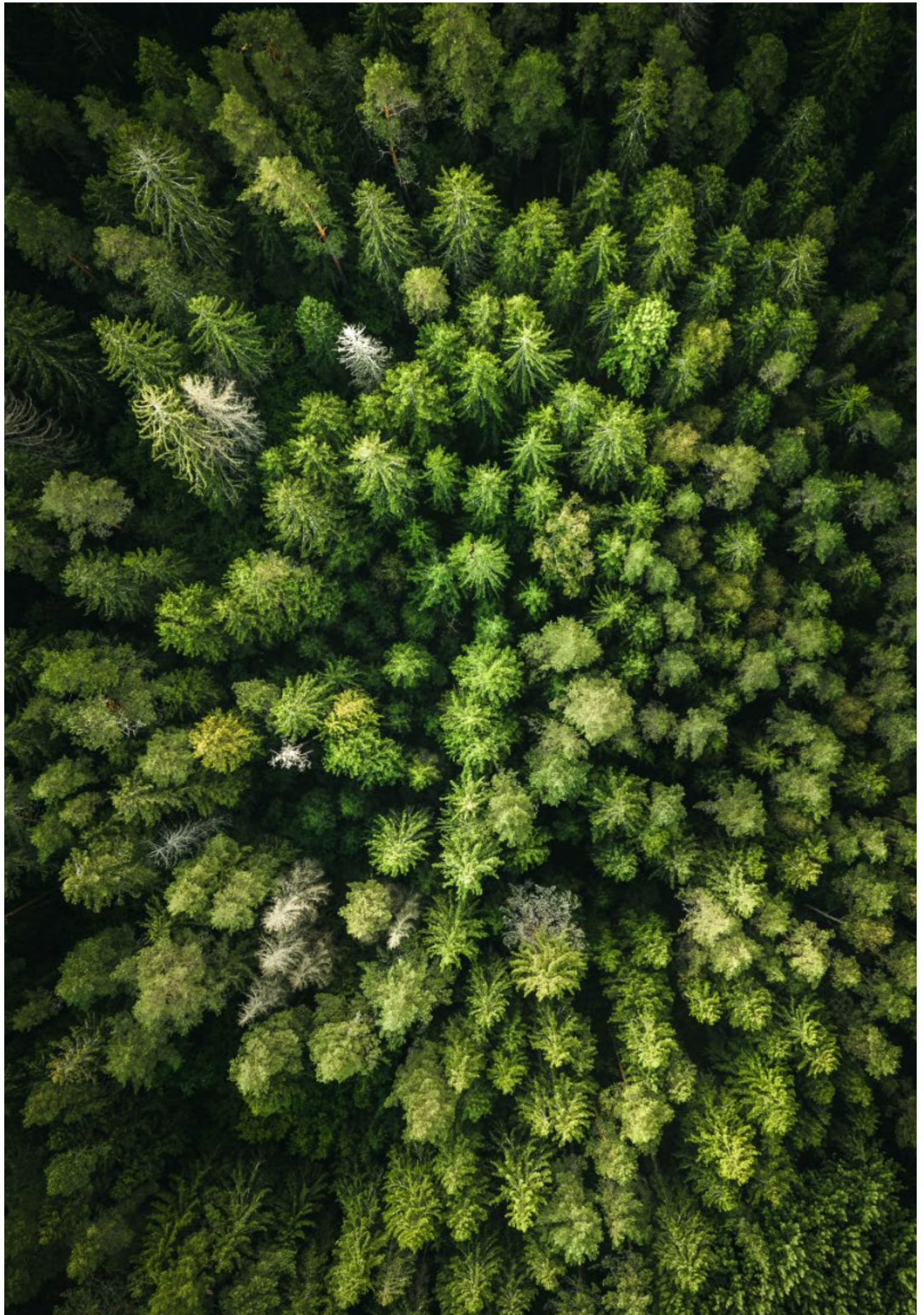


# We care for the environment.

Environmental awareness is growing every day and we want to make sure that we do our share at Bechtle to create a greener and better future. We believe that sustainability and corporate responsibility are no longer an option, but a necessity to which we devote time and attention.

First of all, the Bechtle Group is committed to improve the sustainability of its daily activities as it acknowledged its responsibility and supports the UN Global Compact and the WIN Charter. The group focusses on the three pillars of sustainability: ecology, social responsibility and economy in its Sustainability Strategy ([link](#)).

Secondly, we are taking steps towards a reduction of our direct and indirect impact on climate change by integrating **Project Replay** to our Device as a Service solutions. Within this project, we link our **Replay Services**, to our DAAS solution and take care of your Legacy IT in an environmentally friendly, and GDPR compliant way. Furthermore, we focus on the reduction of our own carbon footprint within Device as a Service, as well as our support to social projects which reduce emissions of vulnerable groups elsewhere in the world.



# Our Replay Services.

## Trading in legacy devices & DAAS.

Every three to five years - the current guideline is three years - it is time to give your organisation's hardware a refresh. Why is this necessary? Older devices are unable to perform updates, which means they operate slower, are less secure and increase the risk of downtime for your employees.

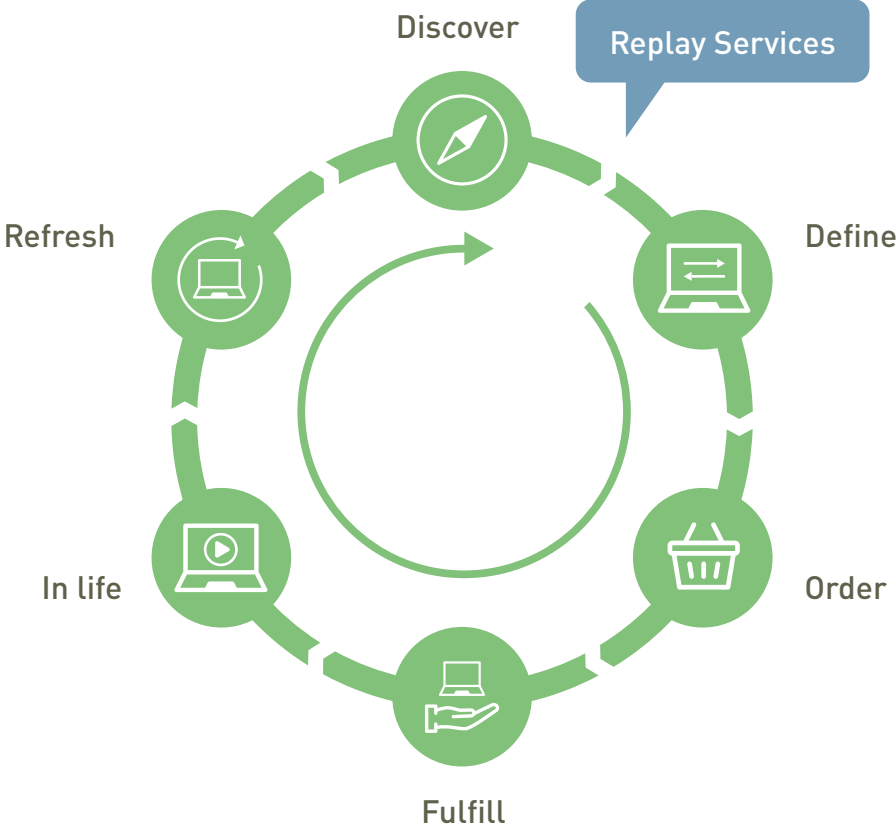


### Our services:

- I Asset audit
- I Diagnostics and grading
- I Data wipe
- I Data destruction
- I Repair/refurbish

A hardware refresh is not an easy task, because there are several things to consider when disposing your legacy devices. It is not only important to be GDPR compliant, but the disposal should also be done in an environmentally friendly way. The latter is something organisations struggle with the most. At Bechtel we can easily help you with our Replay Services. For these services, we cooperate with ISO certified partners to ensure the best service and experience for your organisation.

Bechtel Device as a Service is a perfect solution to refresh your hardware. Our Replay Services are directly linked to our DAAS solutions and become immediately available at the start of a DAAS lifecycle. This means that we take care of the entire process of disposing your legacy devices, leaving you worry-free. Furthermore, we determine the residual value of your legacy devices, a value that can be offset against the cost of Device as a Service.



# Our Replay Services explained.

To have a better understanding of our Replay Services, we explain our services individually in the following paragraphs.

## Asset audit

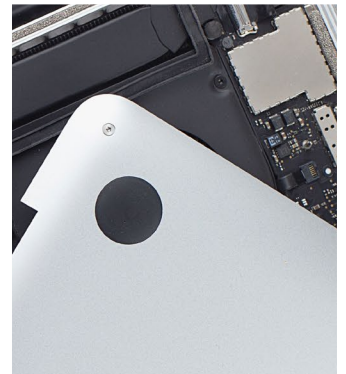


As soon as the devices arrive at our warehouse, we start our acceptance process which we finish within the first three days. We match all devices with the accompanied packaging list to inspect if there has been any damage during

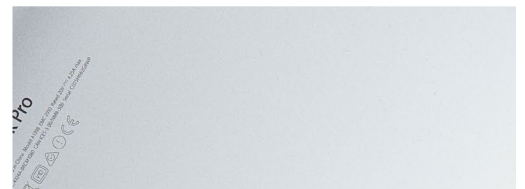
transportation. Once everything is checked, we scan each unique device ID (IMEI, serial number, MPN, etc.) to make sure all devices are tracked correctly throughout the entire process.



Asset auditing is a physical verification process that compares an organisation's "official list" of assets to the actual assets physically located.



Functional and cosmetic grading based on the global standard.



## Diagnostics and grading

After the collecting process, it is important to do a full check on the devices to determine if they are qualified for refurbishing or repair purposes. We perform functional and cosmetic grading based on the global standard.

During this process, we take high quality photos of the received devices and document any cosmetic defects. This ensures full transparency and maximises the residual value. The diagnosing continues by systematic testing of the functionality.

Does the battery still hold a full charge? Is there a malfunction with the camera? However, not only hardware specs are being inspected. There is also a full check on the software of the devices. We do a runoff on the software specifically based on the brand of the device, where we receive a full diagnostic report afterwards. With an objective report like this, everything is transparent for all parties.



Data wiping helps safeguard personal information and sensitive data from malicious users and data thieves.



## Data wipe

Since May 2018, we are all familiar with the GDPR guidelines. Personal data of employees such as text messages, personal emails and pictures must be protected when devices are being disposed. Furthermore, your company data needs to be removed in a safe way.

That brings us to a very important service within our Replay Services: data wipe. There are several solutions on the market that ensure that data is completely, safely and GDPR-proof removed from devices. At Bechtle you can be sure that everything is fool proof. We work together with a party that uses ADISA approved software and processes for this service. We provide certificates of data erasure for every device we wipe, so that you can quickly and easily provide the necessary proof to a regulator.

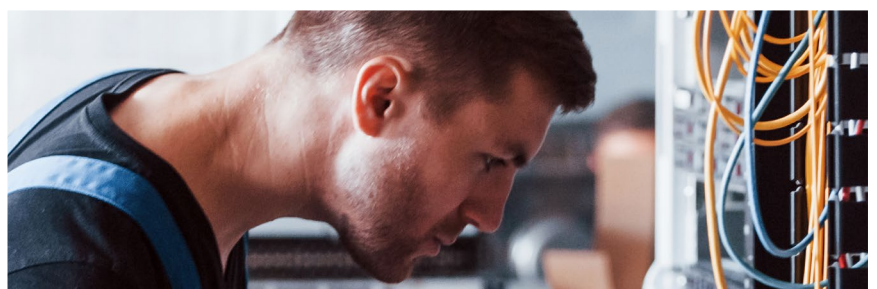
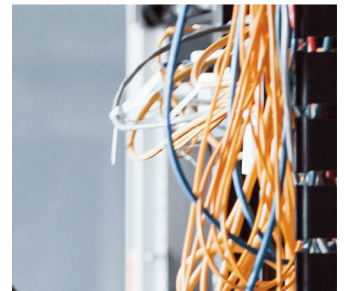


## Data destruction

For some sectors data erasure is not sufficient according to legislation, such as police or army organisations. In such cases, we can destroy data in an environmentally friendly manner with our data destruction service. We offer organisations a worry-free disposal and guaranteed data destruction.

We work together with a certified partner that uses machines that shred the devices. This ensures that the data on the devices are erased and rendered unrecoverable. After a full destruction, devices cannot be used anymore. The only part that will be reused is the battery of the device.

We want to give you a peace of mind, knowing your confidential information is safe. Our destruction process is fully compliant with relevant regulation, including environmental laws.



Data destruction is the most effective way to ensure that your data does not fall into the wrong hands.



## Repair/refurbish

Once the data is erased and we know the condition of your devices, we can see if we can still repair some hardware to give it a second life. If this is not the case, we check which parts of the device can be used for repair purposes of other devices. Other ones will be recycled in an environmentally friendly manner.

This repair service is not only available when you return your device. Throughout the entire lifecycle of Device as a

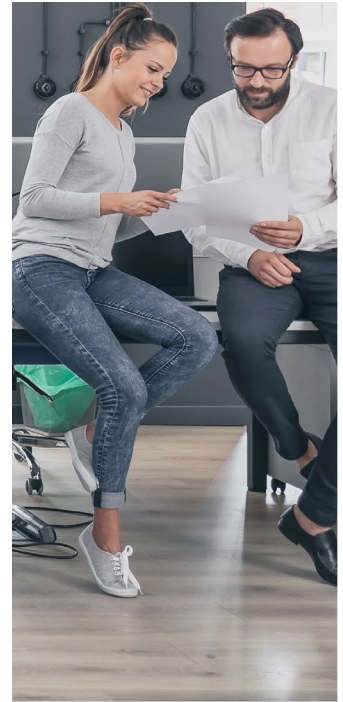
Service, you can make use of our repair service. We also guarantee a next-day swap service, so your employees experience minimal downtime.

If a device is data free and still works (subject to repair), we can use the devices for refurbish purposes. In most cases, such devices will be used as SWAP devices or sold to social organisations, like educational organisations.



By refurbishing, you're basically extending the product's lifespan, thereby saving a properly functioning device from ending up in the landfill.





# Replay Services and Device as a Service.

Device as a Service is a perfect solution if your organisation faces challenges with regards to device management. Has your organisation recently hired many new employees? Or is there an urgent need for a hardware refresh within your organisation? Do you have difficulties with the standardisation of the devices you offer to your employees? Device as a Service can help you to tackle these IT challenges.

Our Replay Services that are part of DAAS offer you peace of mind and ensure that your legacy IT is disposed in an environmentally friendly and GDPR compliant way. We will keep you informed throughout the entire process, as everything will be documented with visual material.

Accredited to responsibly recycle electronic waste.



## Want to know more about Replay Services?

If you would like to know more about our Replay Services or about our Device as a Service solution, please contact our expert.



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## Just press play

Device as a Service by Bechtle is part of the **Just press play solutions**: practical solutions that can be used straightaway in day-to-day business operations. Our main goal is to support our customers in doing what they're good at. We offer you a comprehensive solution and help you make IT choices that let you focus on the things that really matter.