



# HPE Asset Recovery Services

## HPE Lifecycle Event Services

HPE Asset Recovery Services (ARS) help businesses intelligently manage the risks and financial considerations associated with effectively handling surplus IT equipment.

The Asset Recovery Services include collecting, inventorying, transporting, sorting, and processing your IT products for recycling or remarketing. Once decommissioned and staged, an inventory bill of lading is created for all products destined for ARS processing. Once they are packaged and prepared for transport, these shipment records form the basis for an ongoing documented chain of custody, helping to ensure that each asset is properly controlled and tracked during final processing.

Processing includes inbound receipt, assessment, and sorting of inventory for remarketing or environmentally sound recycling. The ensuing steps either prepare the assets for resale or for deconstruction into recyclable or reusable materials. All storage media are cleansed of data, and any identification is removed from the products. If destined for resale, assets are cosmetically cleaned and tested for functionality. Products destined for recycling are deconstructed to separate salable subcomponents or valuable metals. Metals and plastic components are then sorted for recycling. Regardless of the final processing step, a settlement report is generated for your recordkeeping.

### **Service benefits**

- Releasing the market value of surplus IT assets
- Out tasking complex processing by transitioning surplus equipment out of IT inventories
- Protecting sensitive and private data, facilitating compliance with local policies and industry/government regulations
- Creating reports that help your organization to meet its own audit and legal requirements
- Assisting with managing the complexities of properly handling used electronic equipment
- Having environmentally sound recycling practices
- Accommodating HPE and non-HPE devices, from the end user to the enterprise
- Having a complete turnkey program that enables your organization to remove assets from your inventory

Table 1. Service features

Feature	Delivery specifications
<b>Planning and preparation</b>	<p>Hewlett Packard Enterprise receives and records Customer account information that is pertinent to the Asset Recovery Services engagement. This is used to set up an ARS account with the Customer.</p> <p>HPE forwards a welcome packet to the designated Customer contact, who is usually a Hewlett Packard Enterprise representative working on the Customer's premises. A Hewlett Packard Enterprise customer delivery specialist establishes an introductory call with the designated Customer contact for the Asset Recovery Services project to review specific steps and timelines related to the ARS program, as well as how to request and schedule the pickup of assets as they become available for recovery.</p>
<b>Packaging and transport</b>	<p>With Asset Recovery Services, arrangements can be made for materials to be picked up at the Customer's premises, or the Customer may select self-shipment. If the Customer chooses to have materials picked up, as each lot of equipment is readied for pickup, the assigned Customer contact forwards a request to Hewlett Packard Enterprise to schedule a material pickup. The assigned Customer contact (or designated appointee) must be available at the scheduled pickup time. Prior to asset collection, the equipment is moved by the Customer or their agent to an accessible location on the Customer's premises, where packaging and staging can take place. Once the logistics carrier arrives at the site, the material is prepared for transport. A bill of lading is prepared by the logistics team and material is loaded for transport.</p>
<b>Materials and asset processing</b>	<p>Materials are received at the Hewlett Packard Enterprise facility, where assets are checked against the bill of lading. Any discrepancies are noted for immediate further action. Full asset details are captured, including make and model, serial number, and asset tag. Identifying tags are removed, and remarketable units are separated. All accessible hard drives on any material to be remarketed are wiped using industry-standard software and a three-pass wiping process. Products destined for recycling are reviewed for components or subassemblies that have value for reuse or resale. Non-remarketable items are shredded into remarketable commodities in a manner consistent with applicable environmental laws and regulations.</p>
<b>Reporting and settlement</b>	<p>Receipt reports are forwarded to designated contacts after equipment is received at a Hewlett Packard Enterprise processing facility.</p> <p>Once equipment is processed, Hewlett Packard Enterprise creates a settlement report detailing the origin, the make model, the serial number, the asset tag, configuration, category, test results, and service proceeds of the equipment, as well as whether the equipment was remarketed or resold. Service charges and hardware resale payments are transacted with the Customer in accordance with regional and local regulations.</p>

## Service eligibility

- The Customer must have clear title to all equipment processed under HPE Asset Recovery Services.

## Service limitations

Service activities are delivered during HPE standard business hours unless additional services have been purchased or special arrangements have been made.

Confirmation of the execution of data sanitization processes is provided at the completion of this service. However, Hewlett Packard Enterprise assumes no liability for any impact resulting from the availability or reconstruction of the information that previously resided on the data storage device(s).

These services do not include the following:

- Backup, recovery, and support of the operating system, other software, and data
- Any services not clearly specified in this document or the associated Statement of Work

## **Customer responsibilities**

The Customer will:

- Make certain that all equipment to be deinstalled is located in a safe working environment
- Be responsible for deinstalling products, unless such deinstallation is specifically included in the Statement of Work
- Be responsible for all data backup and restore operations
- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service
- Ensure that all service prerequisites identified during the "Service planning" activity have been met
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable

## **General provisions/Other exclusions**

- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Any services provided outside of HPE standard business hours may be subject to additional charges.
- Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- Travel charges may apply; please consult your local office.

## Ordering information

To obtain further information or to order HPE Asset Recovery Services, contact a local Hewlett Packard Enterprise sales representative.

## For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following websites:

[hpe.com/services/support](http://hpe.com/services/support)

[hpe.com/services/lifecycleevent](http://hpe.com/services/lifecycleevent)



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