

IT Asset Disposition (ITAD)

Zones provides IT Asset Disposition service to Med Center Health

Med Center Health in Bowling Green, Kentucky provides top-quality healthcare in Southcentral Kentucky through six hospitals and over 30 clinics. Med Center Health is a not-for-profit health system with a mission to care for people and improve the quality of life in the communities they serve.



Client enjoyed strong collaboration and communication, and having the process done in a professional and timely manner.



The client received timely issuance of Certification of Destruction for their IT assets.



Zones provided White Glove Services to expediate hard drive shredding and equipment pick up.

Quantities picked up:

- **15,313** lbs. of bulk assets disposed.
- Certificates of disposal provided to **1,922** serialized devices.
- **1,085** hard drives shredded on-site and picked up by Zones.



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CHALLENGE

- The client experienced communication challenges with their existing ITAD provider.
- Significant delays were observed in obtaining Certificate of Destruction documentation.
- The current vendor consistently repeated the same mistakes.



SOLUTION

- Conducting a site tour and capturing photographs offered valuable insights into the client's logistical requirements.
- Timely issuance of Certificates of Destruction for both hard drives and other IT assets was ensured.



RESULTS

- The client expressed satisfaction with the prompt delivery of Certificates of Destruction.
- Appreciation was conveyed for the comprehensive removal of all equipment, encompassing microfiche readers, printers, and boxes of accessories.

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THE CHALLENGE

The client previously engaged various vendors for on-site hard drive shredding and IT equipment pickup, along with timely Certificates of Destruction. However, communication delays resulted in months passing before pickups were scheduled, raising concerns about data security. Seeking a more efficient solution, the client aimed to streamline the disposal process and enhance communication with a reliable vendor.

THE SOLUTION

We addressed the client's current challenges and explored potential solutions offered by Zones. During a facility tour, we captured photographic information to share with Zones' internal teams. Collaboratively, we coordinated convenient schedules for both shredding and equipment pickup to align with the client's preferences.

ACTIONS



Zones made sure hard drives were shredded and picked up, along with IT Assets.



Leveraging Zones' White Glove Service, the client enjoyed a quick and professional experience.



Zones provided Certificates of Destructions for hard drives and all serial numbered assets.



Zones maintained communications with the client throughout the process.

THE RESULTS

The client enjoyed having both the hard drive shredding and IT assets disposals completed in a coordinated, professional, and timely manner. They were impressed with the speed with which the task was completed and the agility of the Zones team to respond to increased quantities. Med Center appreciated the speed that they were provided with the Certificates of Destruction and that all the equipment was removed, including microfiche readers, printers, and boxes of accessories.

THOUGHTFUL WORDS BY MED CENTER HEALTH

"IT asset disposition was a thorn in my side. I expected some first-time issues with Zones, but it all went smooth."

*Martin Reiter - Director, Programming, and Infrastructure.
Med Center Health*



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