

Brief

Optimise the value of your surplus hardware



HP Device Refresh: Comprehensive Solution for Responsible, Secure Hardware Disposal

Let HP experts safely dispose of your IT devices, regardless of brand



A win-win for your organisation – and the environment

How can you optimise the value of your surplus IT assets? The answer is HP Device Refresh – a set of comprehensive solutions that can help you responsibly manage hardware that is at the end of its lifecycle. With Device Refresh, your organisation gets peace of mind by having HP experts dispose of your devices in a secure manner and also assist in compliance with applicable legislative practices and environmental regulations.

Service Benefits



Recovery Value¹

Realise the value of your surplus IT assets by providing residual value on old devices (PCs and printers) that can be used to refresh new HP devices.



Data Security

Protect your sensitive and private data prior to disposal where all storage media are cleansed of data using industry-standard software and a three-pass data wipe process, for optimal security.



Go Green

Retire your devices in an environmentally responsible way and assist in compliance with applicable local policies and regulatory requirements.



A complete turnkey program.

Secure Collection

Device Refresh includes collecting, inventorying, transporting, sorting, and processing your IT devices for recycling or re-marketing. After decommissioning and staging, an inventory bill of lading is created for all products destined for processing. Once the products 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.

Protecting sensitive and private data

Materials are received at the HP facility and full asset details are captured. All evidence of customer identification is then removed and storage media are cleansed of data using a three-pass data wipe process.

Environmentally sound recycling practices

Products destined for recycling are reviewed for components or sub-assemblies that have value for reuse or resale. Non-re-marketable items are broken down or shredded into reusable commodities in a manner consistent with applicable environmental laws and regulations.

Detailed reporting

Once equipment is processed, an audit and settlement report is provided detailing the processing and financial outcomes, including whether a device was re-marketed or recycled. Service charges and hardware resale payments are transacted in accordance with regional and local regulations.

HP can deliver a regional or global device refresh solution covering most markets, with one point of contact, one price, and one consolidated report for all activity.

Details

Key Features	<ul style="list-style-type: none">• Planning and Preparation• Logistics• Processing and Data Wipe• Reporting & Settlement
Availability	<ul style="list-style-type: none">• For PCs and printers
Service Coverage	<ul style="list-style-type: none">• Asia Pacific and Japan
Customer Benefits	<ul style="list-style-type: none">• Realisation of market value on retired HP and non-HP IT assets• Outsourcing of complex processes: reverse logistics, data wipe, refurbishment, re-marketing & recycling• Protection of sensitive & private data• Facilitation of compliance with local policies and industry/government regulations• Reports to meet audit and legal requirements

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