

CONSULTING & PROFESSIONAL SERVICES

Secure Remote Laptop Retrieval & Lifecycle Management

A consulting firm with a distributed workforce gained a scalable laptop retrieval and refurbishment program — recovering 96% of devices for redeployment and reducing replacement costs across 14 collection points.

SERVICES DELIVERED

- Remote retrieval coordination
- Secure logistics & collection
- Inventory & serial tracking
- Certified data erasure
- HDD & SSD shredding
- Testing & quality assurance
- Refurbishment & redeployment prep
- Remarketing & recycling

BY THE NUMBERS

2,850
ASSETS
PROCESSED

2,400
DRIVES
WIPED

450
DRIVES
SHREDDED

2,750
DEVICES
REFURBISHED

96%
REDEPLOYMENT
RATE

20 Days
PROJECT
TIMELINE

THE CHALLENGE

The firm needed a reliable process for managing laptops returned after employee exits, project completions, hardware refresh cycles, and remote workforce changes. With devices distributed across employees, contractors, and project sites — and confidential business and client data on most drives — the client required a scalable workflow that tracked assets accurately, protected data before reuse, and reduced the operational burden on internal IT teams handling 2,000+ employee return cases.

OUR SOLUTION

Rapid Solutions built a structured laptop retrieval and lifecycle program. Returned devices were collected through coordinated logistics from 14 remote points and entered into a secure processing workflow. Each laptop was registered, inspected, and matched against the client's asset records. Data-bearing media was securely erased before any device was reused or remarketed; drives that failed wiping were physically shredded. Laptops in good condition were cleaned, tested, refurbished, and prepared for redeployment or resale — with damaged devices routed to responsible recycling.

VALUE DELIVERED

- ✓ Stronger control over distributed workforce assets
- ✓ Reduced data exposure risk from returned laptops
- ✓ Higher redeployment rate of functional devices
- ✓ Lower hardware replacement costs
- ✓ Recovered value from surplus equipment
- ✓ Reduced pressure on internal IT teams
- ✓ Better visibility for IT, finance, and compliance

BUSINESS IMPACT

The client gained a secure, scalable program for managing distributed laptop assets — protecting confidential data while increasing lifecycle value across the device fleet. Refurbishing 2,750 devices and securely processing 2,850 storage media items transformed employee returns from an IT burden into a measurable recovery program.