

TECHNOLOGY AND SERVICE CENTER

END-OF-LIFE OVERVIEW SIMPLE AND SUCCESSFUL

END-OF-LIFE PHASE – THINKING BEYOND THE END

An efficient end-of-life process will benefit you in many ways. Our end-of-life services cover all phases from rollback management to certified data erasure. Our professional remarketing and disposal comply with the principles of green IT and circular economy.

CERTIFIED DATA ERASURE

ROLLBACK MANAGEMENT

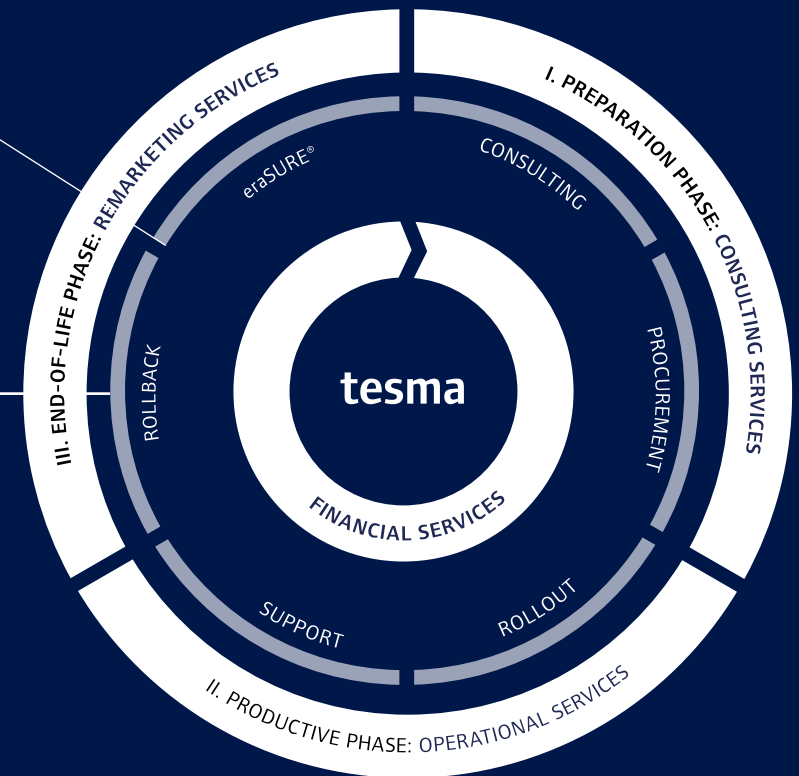
- Inventory
- Packaging / palletizing
- Secure transport

REFURBISHMENT

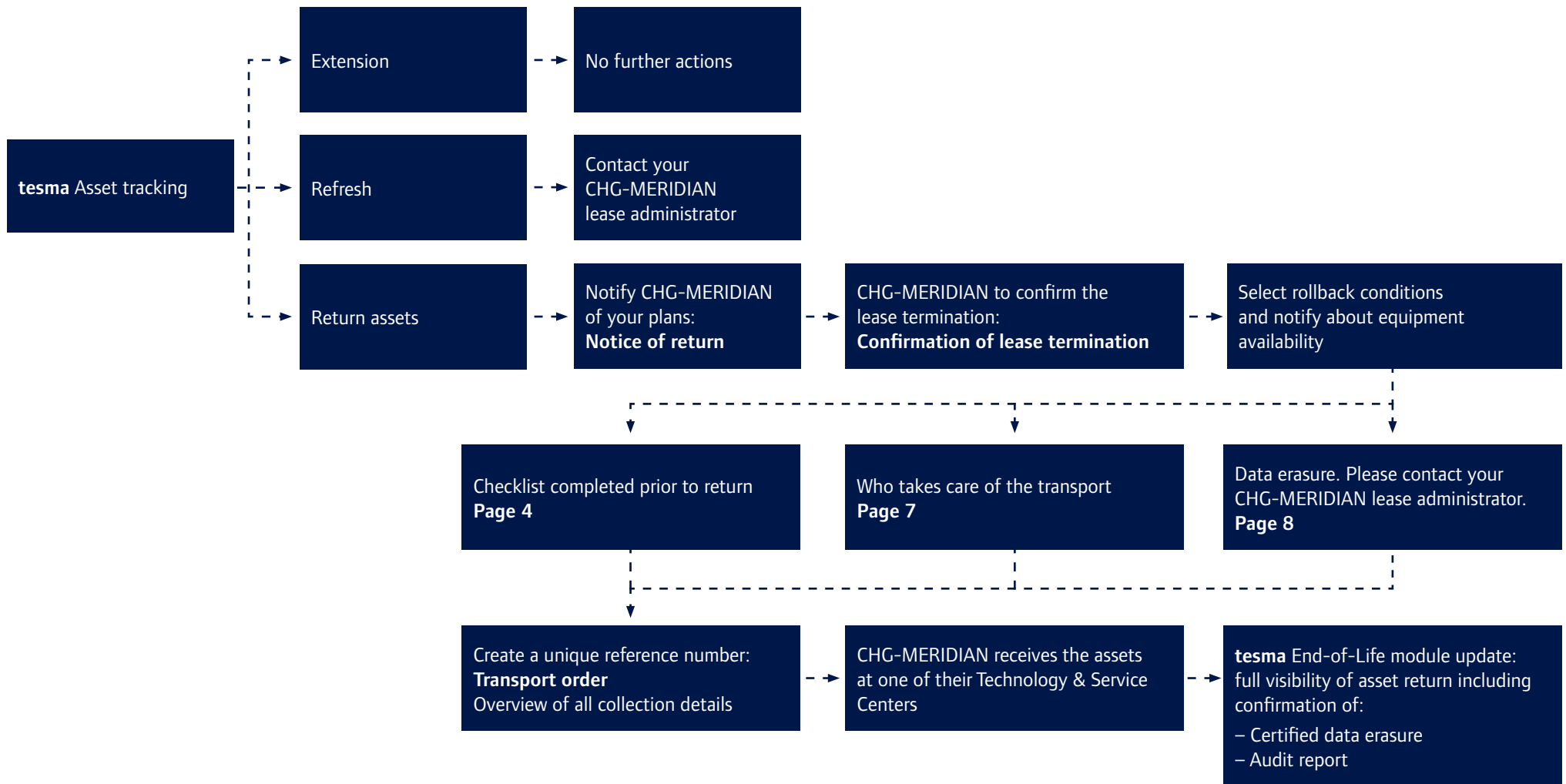
- Testing
- Refurbishing

REMARKETING

- Resale for best prices worldwide



WHAT ARE YOUR END-OF-LIFE OPTIONS? EXTENSION? REFRESH? RETURNING ASSETS?



MAKING YOUR END-OF-LIFE EXPERIENCE EASY AND PROACTIVE: CHECK-LIST PRIOR TO RETURN

If you are returning assets, please ensure that you have:

- Sent the corresponding notice to CHG-MERIDIAN
 - Arranged for CHG-MERIDIAN's replacement assets to be delivered to you
 - Identified and returned the right assets to be sent, in full, including accessories and in a contract compliant condition
 - Removed all passwords (BIOS, Setup, ...), IDs (e.g. „Apple-ID“/, „Windows live ID“) or activation services such as: „Find my iPhone“/„Find my mobile“/ „DEP“
 - Removed all proprietary information such as labels and logos
 - Removed all personal data from the assets
 - Considered certified data erasure? (on demand)
 - What about your reverse-logistic? (on demand)
 - Confirmed with your lease administrator the return date and roll-back conditions
- Checked the packaging guidelines to reduce the risk of damaging assets in transit; equipment must be safely packed and palletized (on demand)
 - Arranged for your assets to be insured while in transit
 - Confirmed the collection status: asset arrived at one of our Technology and Service Center

NEED A SPECIFIC
data erasure solution?

LOOKING FOR
SUPPORT
with an appropriate
reverse-logistic process?



tesma

ASSET TRACKING



Asset Tracking helps with the structured administration of technologies by means of definable device statuses and workflows throughout the customer process. The process covers everything from procurement to rollback and certified eraSURE®.

WHEN RETURNING ASSETS IN tesma:

- You will find an overview of lease schedules, which are due to expire in the coming weeks & months
- Choose the assets you want to return to CHG-MERIDIAN and confirm the pickup address in the section "Reallocate selected products"
- **tesma** sends an automatically generated email to the defined CHG-MERIDIAN contact person who will organize the pickup

The screenshot displays the TESMA web application interface. At the top, there is a navigation bar with various icons and the 'Asset Tracking' tab is highlighted. Below the navigation bar, there is a search bar and a table of assets. A red box highlights the 'Asset search' field. Below the table, there is a 'Reallocate selected products' button, which is also highlighted with a red box. To the right of this button, there is a 'Plan Pickup' dropdown menu, which is also highlighted with a red box. The table shows columns for Asset ID, Asset status, Schedule no., TD-Number, Asset type, Class, Planned end, Manufacturer, Order number, Cost center, Free, Description, and Serial number. The bottom section shows 'Asset data' with a table of asset details and a comment field.

Asset ID	Asset status	Schedule no.	TD-Number	Asset type	Class	Planned end	Manufacturer	Order number	Cost center	Free	Description	Serial number
30569011	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	79001000	1800	0.00	Industriroboter KR 210 R2900	YK123456789
30569031	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	79001000	1700	0.00	Industriroboter KR 210 R2900	YK123456789
30569041	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	77001000	1800	0.00	Industriroboter KR 210 R2900	YK123456789
30569051	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	76001000	1600	0.00	Industriroboter KR 210 R2900	YK123456789
30569061	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	78001000	1700	0.00	Industriroboter KR 210 R2900	YK123456789
30569071	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	78002000	1800	0.00	Industriroboter KR 210 R2900	YK123456789
30569081	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	79001000	1600	0.00	Industriroboter KR 210 R2900	YK123456789
30569091	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	77001000	1700	0.00	Industriroboter KR 210 R2900	YK123456790
30569101	Ordered	2562567	10-333028-25	Leasing	Industrial machinery	31/08/2020	KUKA	76001000	1800	0.00	Industriroboter KR 210 R2900	YK123456790

INVENTORY
PACKAGING
PALLETIZING
SECURE TRANSPORT



ROLLBACK MANAGEMENT— FLEXIBLE AND SECURE

CHG-MERIDIAN provides you with flexible collection options and special packaging to protect against damage. We will take care of the collection of your old devices while supplying the rollout of the new ones.



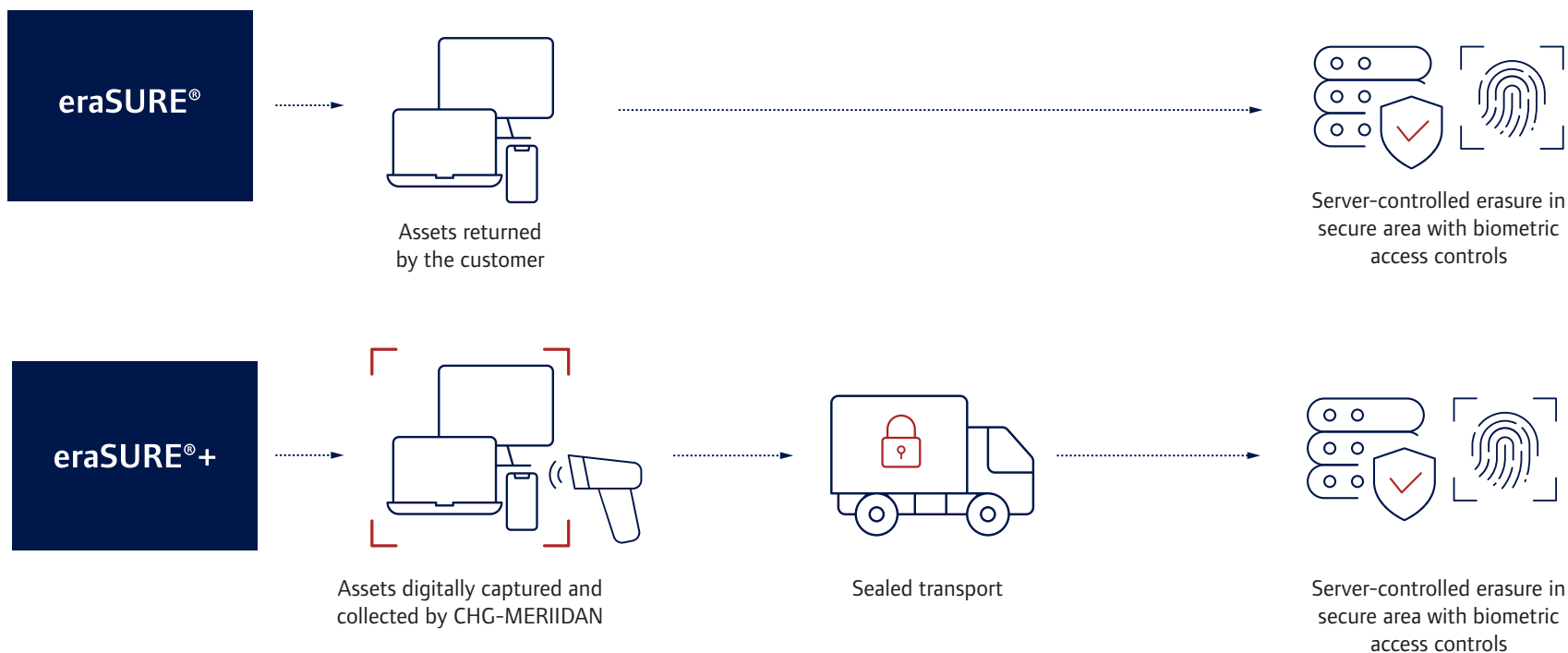
PLAN EARLY FOR DATA ERASURE – TO MAXIMIZE SECURITY AND MINIMIZE COSTS

Automated and certified

- End-to-end automation ensures great process reliability, no manual input during erasure process, minimized susceptibility to error
- All devices are 100 percent traceable
- Receive asset-specific erasure certificate
- Also is suitable for large asset volumes (throughput, speed)

Different levels of data erasure concepts

- Specific data erasure concepts for various data storage media
- Customized erasure processes according to level of security required and data categories
- Mixture of different erasure processes and security standards
- ISO-certified to ISO 27001 and ISO 9001:2015 as well as compliant with BSI-standard basic protection



REFURBISHMENT & REMARKETING – ECO-FRIENDLY AND AUTOMATED

- More than 15 years experience and over 500,000 assets processed per year
- Automated technical and optical refurbishment processes to minimize defect rates
- International presence through certified partners ensures short distances to markets
- Analysis of technology and removal of all of the previous owner's identifiers
- Equipment that cannot be remarketed is recycled in a professional and environmentally responsible way, in accordance with WEEE standards.
- Technology and Service Centers in line with the principles of green IT and circular economy



tesma END-OF-LIFE – FULL TRANSPARENCY AND CONTROL

Within your **tesma** End-of-life module, you can see the current status of each collection and all data erasure journals



