

ITAD Services

IT Lifecycle Services

From deployment to disposition

For technology resellers looking to expand their services portfolio, growth is easier when you have a trusted partner at your side. From procurement to retirement, Ingram Micro's ITAM and ITAD services give resellers a turnkey way to offer enterprise-grade IT management, data security and sustainability services to their customers, backed by one of the most trusted names in global tech.

ITAM: Turning complexity into clarity

IT Asset Management (ITAM) is all about visibility and control. It's the ongoing process of tracking and managing an organization's hardware, software and connected devices from acquisition through end of use. By offering ITAM services, you can help your customers understand:

- What assets they own and where they are located
- How those assets are performing and being utilized
- When they should be updated, replaced or retired

ITAD: A smarter end of life

When devices reach their end of service, Ingram Micro's IT Asset Disposition (ITAD) services step in to protect both customer data and the planet. Our secure ITAD solutions include:

- NIST SP 800-88-compliant sanitization and destruction
- Remarketing and resale of retired assets
- Eco-friendly recycling
- Detailed audit trails

A partner you can rely on

Backed by secure, certified facilities across the globe, our team handles everything from asset collection and logistics to redeployment, resale and recycling.

We provide the documentation, compliance reports and sustainability insights your customers expect, while keeping the entire process simple and seamless for you.

Our Certifications:

Ingram Micro maintains compliance with strict data and environmental standards, including:

- e-Stewards 4.1
- ISO 9001, ISO 14001, ISO 27001, ISO 45001
- NAID AAA-certified data destruction

Got questions? We've got answers.

Reach out to the Ingram Micro ITAD team for help with service selection, quotes, RFP support or custom statements of work: itdisposition@ingrammicro.com

ITAM & ITAD services: Let's get started

Deliver smarter, more secure and more sustainable IT Lifecycle solutions for your customers—powered by Ingram Micro's global expertise.

Connect with your Ingram Micro team to learn how our ITAM and ITAD programs can help you deliver more value to your customers—and generate new service revenue for your business.

CATEGORY	AVAILABLE SERVICES
ITAM Field Services	• Customer site data erasure and device destruction • Site surveys and inventories • Installs, moves, adds and changes (IMAC) • Decommissions • Consolidations and closings • Smart Hands support
ITAM Depot Services	• Build and configure to client specifications • Deployment, redeployment and order fulfillment • Returned unit processing with certified data erasure • In-warranty and out-of-warranty repairs (Level 0, 1, 2) • Inventory management and reporting • POS, kiosk and IT hardware support across multi-site operations • Cosmetic enhancements (e.g., vinyl skinning) • Asset reclaim programs • Remote box program for field asset retrieval • Custom packaging kits with return labels • Serialized asset tracking and reporting
ITAD Services	• Secure logistics and chain of custody • Serialized tracking from pickup to final disposition • Sealed transport with audit trail • Data security and destruction (NIST SP 800-88 compliant) • Physical destruction (shredding, pulverization) • Onsite and offsite services • Data center decommission services • Site surveys and inventories • Data sanitization or physical destruction • Deinstallation and transport for ITAD processing • Asset processing and value recovery • Refurbishment and functional testing • Remarketing via B2B/B2C channels • Revenue share based on fair market value (FMV) • Environmentally responsible recycling (R2v3/e-Stewards) • Compliance and reporting: certificates of erasure and destruction, ESG-aligned reporting • Integration with ITAM platforms (e.g., ServiceNow, Eracent)

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