



# AMI

## AMI Case Study: ICT Services and a national health organisation



### Background

Our end-customer is a national health authority which provides support and professional services to patients. The organisation oversees the monitoring and administration of millions of patients, and relies on enterprise-grade hardware to ensure efficiency across its network.

When it came time to upgrade its computers, ICT Services was appointed to install and monitor the new PCs. As part of the agreement, ICT Services was also given the responsibility for collecting and disposing of the old hardware being replaced, a service which is not part of the company's offering. In order to ensure that the job was done to the highest standards, ICT Services knew that it needed a partner that it could trust; one that was easy to deal with; and, one that knew the local market. It was at this point that ICT Services approached AMI.

John Roche, business development manager, ICT Services, said: "When we were appointed to replace the customer's computers, we knew that we had some challenging work ahead of us. The job involved replacing around 2,000 PCs and monitors across a wide geographical region, and we needed a reliable and experienced partner that was capable of collecting and disposing of these old machines.

"Many of the PCs stored sensitive patient data, so it was essential that we worked with a partner who understood the importance of data security and could ensure the lowest risk of harmful data leaks."

"When it came to choosing a company that we thought was up to the task AMI ticked all the boxes. AMI has a wealth of experience in secure IT asset retirement and the local knowledge of the area which gave it the edge. As well as this, AMI is the only Irish company accredited to the global ADISA IT disposal standard, with staff all 100% security cleared. This level of security-focus and the thoroughness of its IT retirement solution gave us peace of mind and assured us that AMI was the perfect partner to work with."

### The Need

ICT Services approached AMI and requested a tour of the company's premises, in order to see if AMI's facilities and staff were suited to the job at hand. ICT Services' John Roche was extremely impressed by AMI's security processes, such as the provision of end-to-end asset tracking and tagging, and the professionalism of its staff, many of whom are Microsoft, Blancco and Cisco certified engineers.

He said: "In the last three years AMI has made significant investments in security, as well as staff training and accreditation. End-to-end asset tracking and tagging ensures that you're always up-to-date on what stage of the retirement process your devices have reached. As well as this AMI's vehicles have GPS tracking and geo-fenced capability, meaning that you can receive a notification when it has reached its destination. Finally

and critically, AMI's highly professional team takes security very seriously and this is evident in every single engagement."

The companies agreed to partner on the project, and AMI began arranging collections of computers from hospitals.

Faye Thomas, business manager, AMI, said: "This was a huge project, and with collections from all hospitals being run concurrently, we had to be very well organised. Many of the hospitals don't have a lot of storage space, meaning that as soon as the old machines were ready to be collected AMI had to be there. Thankfully, the AMI Collection Crew doesn't require any assistance, and we can collect from multiple points on the client site to ensure that things run smoothly."



### The Benefits:

- The end customer's IT assets were securely retired and data was 100% securely erased.
- AMI's security processes mean that the health organisation can rest assured that there is no risk of loss of sensitive company data.
- Zero complexity – AMI took care of collection, disposal and resale.
- Value – AMI recovered value by selling retired PCs and monitors through its premium resale division.
- The customer now has a fully upgraded IT infrastructure, thanks to work done by AMI and ICT Services.

**Safely Collecting, Securely Erasing, Simply Re-Using IT**

[www.amiltd.ie](http://www.amiltd.ie) [info@amiltd.ie](mailto:info@amiltd.ie)



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## The Solution

Having scheduled to collect all PCs and monitors at a convenient time, AMI brought the machines back to its secure premises for data sanitisation. AMI can securely process 3,000 devices per day, and it aims to maximise the resale value for all client devices wherever possible.

Firstly, the PCs were sent to AMI's Data Erasure Lab, which uses the most technologically advanced tools and processes in order to ensure that data-bearing equipment is erased to the most stringent global standards. AMI uses sophisticated Blancco software, which performs up to 50,000 erasures per day worldwide, and each drive is wiped three times to guarantee 100% secure erasure. This allows the IT Asset to be safely remarketed by AMI without any risk of residual customer data remaining, protecting against fraud and loss of sensitive company data.

Following this stage of the process, all of the machines were analysed, valued and refurbished in order to maximise potential value. AMI has a zero landfill policy, so anything not re-usable is responsibly recycled in-line with WEEE requirements.

As part of its offering AMI carried out the collection and disposal of all 2,000 PCs and monitors and was able to refurbish and resell 96.5% of the recovered equipment. Refurbished equipment was sold with a genuine Microsoft Refurbisher Licence.

The limited numbers of machines that were not suitable for resale were responsibly recycled.

According to ICT Services' John Roche, the ability for AMI to simplify a very complex process is what set it apart: "AMI's main selling point is its sheer attention to every detail of security throughout the IT retirement process. It offers a really comprehensive service ranging from taking care of device collection, destruction and recycling, and providing certificates of destruction for any machines that were disposed of."



"The majority of the machines were refurbished and resold, generating a financial return. AMI is really easy to deal with and there was no complexity at any point in the process. We have worked with other disposal partners in the past, and nobody matched AMI for security of data disposal and streamlining of service delivery. They also generated a unique value return on our old assets."

AMI's Faye Thomas said: "It was a great experience to work with ICT Services on this project. The end customer can rest assured that their old machines were securely retired, and all data was erased to the highest international standards. We look forward continuing to work with ICT Services on other projects all around Ireland."

## About AMI:

We are the secure IT retirement service provider that generates highest possible revenue back for customers from the ultra-safe recycling of old IT assets.

AMI provides the leading secure IT retirement solution to the largest IT user organisations on the island of Ireland. We provide our customers with a service driven, user friendly, revenue generating solution to the complex challenge of ICT asset retirement. We minimize the risk of harmful data leaks by using the most technologically advanced equipment and processes. We are ranked among the top seven companies in the world for secure data sanitisation by ADISA, the world's leading IT disposal standards body. For more information, see [www.amiltd.ie](http://www.amiltd.ie)

## What they said:

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