

Press Release

Compliance Standards helps enterprises assess performance of ITAD vendors, with release of Vendor Reputation Rating

Boston, MA., May 10, 2021 - Boston-based ITAD strategic advisory, research, and consulting analyst firm Compliance Standards LLC (CS) is pleased to announce the release of the ITAD Vendor Reputation Rating.

BACKGROUND

Compliance Standards LLC set out to assess the competitive landscape with the purpose of measuring the reputation of ITAD service providers from the perspective of their clients. In this context, CS selected 40 companies that offer ITAD services, be they pure ITAD firms, OEMs, leasing/financing firms or others. The selected companies likely represent at least 80% of the ITAD market. CS then identified customers of each of the 40 ITAD vendors, ranging between a low of 18 customers to a high of 75 customers of each of the listed vendors. During the research phase, the 'clients' provided feedback on six factors used to assess satisfaction and draw a numerical and star-based Reputation Rating. The factors are:

- Portfolio of service offerings (depth and breadth)
- Quality of work
- Relationship
- Pricing
- Flexibility & customization
- Management vision

These six factors formed the broad profile of the reputation dimension of each company.

Compliance Standards also included questions that relate to outlook for business continuity, with 'clients' asked whether they will (re)hire their ITAD vendor(s), in addition to assessing 'share of mind.'

PURPOSE OF THE ITAD VENDOR REPUTATION RATING

As CS has anticipated in early 2020, the ITAD sector would struggle with a quasi-closing of the US economy for most of the year, followed by a rubber-band effect in the second half of 2021. The first quarter of 2021 has already produced one of the country's strongest GDP growths. In this context, we expect ITAD sector to also show signs of recovery, as 'clients' resume full operations, continue to grow their hardware base, and confront growing privacy and security issues.

"Demand for ITAD services has been picking up, and with the shrinking number of ITAD vendors, there is a strong need for companies in critical sectors such as finance, healthcare, government and others to identify performing ITAD vendors," says David Daoud, Principal Analyst at Compliance Standards LLC.

And to add “the vetting process of ITAD partners is even more necessary as end-user companies are refreshing their assets at a fast rate and are adopting new hardware and service deployment strategies designed to meet the requirement of the post-Covid era.” “On the other hand, the rating should also help ITAD industry players identify areas of strength and weakness and help them make corrective steps to improve their go-to-market strategy,” concluded David Daoud.

The release calendar of the ratings is available on CS’ website at <http://compliancestandards.com/about-cs-reputation-rating/> . Ratings for four ITAD vendors will be released on May 11, 2021, with two vendors released thereafter on the weekly basis. For more details, including how to access the research, please visit the link above.

For any question on the rating, please contact David Daoud at ddaoud@compliance-standards.com or at 954-842-1993.

Compliance Standards LLC helps end-user firms optimize their ITAD function by focusing on data security, environmental stewardship, cost control, and operational effectiveness with the selection of the best suited ITAD partner. CS also offers services to ITAD vendors who seek to improve their competitive position by identifying areas in need of improvement, as well as through marketing and go-to-market strategies.

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