



# TECHNOLOGY AND SERVICE CENTER

A brand-new life for your used IT equipment

Efficient Technology Management



Valuable additional revenue thanks to professional refurbishment: our remarketing services at the end of the IT lifecycle make sure of it. Our optional TÜV-certified data destruction procedure meets the most stringent security standards, while our intelligent asset tracking system ensures that your IT investments remain completely traceable at all times – from inventory to replacement to resale. Our Technology and Service Center in Gross-Gerau makes it all possible.

SYSTEMATIC  
REFURBISHING

# REMARKETING SERVICES

RESALE AT OPTIMUM  
PRICES



# CHG-MERIDIAN'S FOUR SERVICE AREAS

A one-stop shop for customized usage concepts – from consultation to remarketing



Our four service areas provide the knowledge and skills needed to create added value throughout every phase of the technology lifecycle.

## CONSULTING SERVICES

CHG-MERIDIAN consultants' special expertise stems from their integrated knowledge. The individual usage scenarios they create are elegant combinations of technological understanding, financial know-how, and methodological expertise. They analyze each equipment landscape and portfolio process to identify potential opportunities for improvement within each phase of the equipment lifecycle.

- Comprehensive market and pricing knowledge means improved purchasing conditions – even after the usage phase.
- Complete support with expanding, modifying and adapting technology investments throughout the operating period.
- Compliance with international financial accounting regulations (US-GAAP or IAS/IFRS).
- Competent assistance in preparing both public and non-public requests for proposals.

## OPERATIONAL SERVICES

As the single point of contact in charge, your CHG-MERIDIAN project leader reduces your implementation times and ensures efficient organization of your technology investments. He or she optimizes procurement processes, controls ordering and monitors deliveries. The project leader also takes care of maintenance and warranty concepts, and works together with our international subsidiaries to meet your cross-border needs.

## FINANCIAL SERVICES

CHG-MERIDIAN is known for its individualized, flexible financing solutions. This is based on its 30 years' experience, over 8,000 customer projects and a solid liquidity basis. We combine business intelligence with technological know-how, resulting in the unique expertise that we put to work for you throughout every phase of the technology lifecycle.

- Transparent invoicing modules for complete cost control, including cost-center calculations and optional monthly installment billing.
- Maximum cost and process transparency for effective financial management.
- Detailed equipment and financial information – right down to individual cost centers.

## REMARKETING SERVICES

Our Remarketing Services solution area bundles the services provided by our company-operated Technology and Service Center in Gross-Gerau. These include, in particular, services like inventory work, rollout and rollback, data deletion, refurbishment, and used-equipment remarketing.

## TECHNOLOGY AND SERVICE CENTER

2013

Maximum production capacity	around 800,000
Remarketed devices	> 400,000
TÜV-/DEKRA-certified data deletion	> 85,000
Max. number of devices simultaneously erasable	> 800
Total production and stock area	9,500 m <sup>2</sup>

# GOOD REASONS TO CHOOSE OUR REMARKETING SERVICES

or: a quick summary of everything you ought to know about them

## **PART OF A STRONG FAMILY**

The Remarketing Services area is a central component of CHG-MERIDIAN's service philosophy. Together with the Consulting Services, Operational Services, and Financial Services areas, it creates the foundation for our promise to customers: individual technology, finance, and inventory usage concepts. We provide straightforward, efficient solutions for everything from consultation and procurement, to rollout and operation management, to used equipment retrieval – not to mention data deletion and remarketing at the end of the IT lifecycle. And all from a single source!

## **PROFESSIONAL REMARKETING OF YOUR USED EQUIPMENT**

CHG-MERIDIAN has over 30 years of experience successfully remarketing IT equipment on secondary markets. Every year, our Technology and Service Center in Gross-Gerau prepares over 400,000 pieces of IT equipment and returns them to the economic cycle. Our brokerage experts do informed evaluations of your IT assets – often above normal market prices.

Our more than 8,000 satisfied customers include industrial- and financial-sector companies and corporations as well as public entities, among others.

## **UNIQUE CERTIFIED DATA ERASURE**

CHG-MERIDIAN's TÜV-certified data destruction method is unparalleled – it sets the standard in terms of both security and process stability. The process starts with equipment retrieval, includes secure transport to the Technology and Service Center, and ends with data deletion. It completely fulfills standards set by legal auditors – for example, VSITR, Infosec 5, BSI or the U.S. Department of Defense.

## **TOTAL DATA SECURITY AND INVESTMENT PROTECTION**

From procurement to data deletion, refurbishment, and remarketing, our Asset Tracking system provides seamless, 100% transparent documentation of every stop your IT devices make and every process they undergo. We document every step, record every serial number, log everything – to protect your investments, keep your data secure, and provide documentation for internal auditing purposes.



# BENEFITS TO YOU IN EVERY STAGE OF THE LIFECYCLE

Remarketing services throughout the stages of the IT lifecycle



## INVENTORY

Barcode scans on each device provide the transparent, complete records needed to ensure effective IT portfolio management from the very beginning.

## ROLLOUT

Software loading, installation, hardware and consumables delivery

## ROLLBACK

Disassembly, retrieval, logistics

## SECURE DATA ERASURE

Secure data deletion  
(TÜV-/DEKRA-certified)

## REFURBISHMENT

Testing and reprocessing

## REMARKETING

Worldwide resale at optimum prices

# A COMPLETE PICTURE OF YOUR EQUIPMENT INVENTORY

## Strategic technology management based on effective inventorying

### COMPLETE AND INFORMATIVE

Where are your devices? How are they equipped? What is your IT portfolio's age structure like? Our experts do on-site visits to determine your current situation in terms of equipment inventory. The result is a complete and informative picture of your entire IT infrastructure, a valuable basis for optimizing and harmonizing your equipment portfolio.

### 100% TRACEABLE

Inventorying your equipment brings transparency into your technical and update data. Starting now, every device can be traced right down to the last detail for maximum guaranteed data, equipment, and investment protection. The information gathered can also serve as a basis for future maintenance and load concepts.

### DATA AND INVESTMENT PROTECTION

What do I need to replace now? Which departments have what equipment? What's in my IT inventory? Does this meet my accounting-standard requirements? When replacing used equipment, doing inventory gives you crucial decision-making criteria, helps structure your retrieval and replacement processes, saves you time and money, and also assists you with future inventory planning, consolidation and technical standardization work.

### STRATEGIC PORTFOLIO MANAGEMENT

With subsequent IT portfolio management work, you're on the safe side with our Technology and Service Management System, TESMA® Online. Throughout the entire product life-cycle, TESMA® Online manages both technical and financial equipment data completely automatically – opening up a wealth of new possibilities to IT portfolio managers and controllers. The latter can perform cross-departmental calculations, view contract periods, detect error abnormalities, and do source-specific cost allocation.



# THERE AND BACK AGAIN, SMOOTHLY AND PROFESSIONALLY

## Efficient rollout/rollback of old and new equipment

### SMOOTH, SECURE EQUIPMENT REPLACEMENT

How would it be if you had a partner that really took care of everything – from consultation and financing to equipment assembly and disassembly, even including secure transportation and data erasure?

CHG-MERIDIAN is an expert in complex rollout and rollback projects – particularly those involving large numbers of devices. Delivery and return happen smoothly, punctually, and with no errors. If desired, we can also load your software onto your IT devices.

By timing rollouts, rollbacks, and installations to your production cycles, we keep downtime to a minimum. After retrieving devices, we erase your data securely before professionally refurbishing and remarketing the equipment on your behalf.

### REDUCED REPLACEMENT TIMES

How much does replacing equipment affect working time and productivity? A lot – which is why we make sure that your employees can be productive again in no time. Realistic schedules and more than 30 years of experience with rollouts and rollbacks for large customers help us get the job done. We assemble and disassemble your IT smoothly and perfectly, thanks to a specialist team that has every move down to a science.

### TRANSPARENCY AND TRACEABILITY

Every step of every operation is documented carefully and systematically. Transportation can be planned out accurately in advance and then traced precisely. And it's all thanks to CHG-MERIDIAN's unique Asset Tracking services.

And now, thanks to the Collection module on our Technology and Service Management System, TESMA® Online, we can provide you with even more transparency. Starting now, you can track the status of your returned equipment yourself online: When did CHG-MERIDIAN pick up the equipment? Has our Technology and Service Center already received and processed the devices? What's their status in terms of data deletion?

## MORE THAN 400,000 DEVICES A YEAR

Every year, more than 400,000 pieces of equipment pass through our Technology and Service Center. We package each one safely and transport it securely – for example, via light trucks or freight vehicles with air suspension, inside specially designed, shock-proof transport containers. Assembly and disassembly are performed smoothly and routinely, usually by the same team of specialists.

# SO YOUR TRADE SECRETS REMAIN YOUR SECRET

## Certified data erasure – better safe than sorry

### SENSITIVE DATA CREATES HEADACHES

Do you know how many spreadsheets, scanned invoices, strategy presentations, and product development plans have accumulated on your company hard drives over the years? What do you say when internal auditors require proof of data deletion? And if the Executive Board's hard drives go missing while in transport, who bears responsibility?

Safer is better. Just leave everything to our unique data deletion processes. We've developed two different methods of giving you peace of mind in knowing that your sensitive company data is safe with us right through to its final erasure.

### DEKRA DATA ERASURE

Our Dekra data erasure method is simple, elegant, and budget-friendly. The deletion process begins when the devices arrive at our Technology and Service Center in Gross-Gerau. We then erase the drives securely by overwriting them with Blancco® DoD-standard deletion software. Defective disks are destroyed as per BSI.

If desired, we can combine erasure at our Technology and Service Center with an expanded security package that starts at the moment of collection and includes transportation.

All of our data deletion processes meet auditing standards like VSITR, Infosec 5, BSI, or the U.S. Department of Defense (DoD). All of our employees have been specifically trained to this end. We also provide you with certificates guaranteeing that your data has been completely erased.

### TÜV-CERTIFIED DATA ERASURE

CHG-MERIDIAN'S TÜV-certified data destruction method exceeds all commonly used standards. It raises the bar in terms of security and process stability, and is only available from CHG-MERIDIAN in this form. Generally, this process begins at the moment of collection. We electronically document each device using barcode scanners before loading the equipment into sealed, GPS-monitored trucks and bringing it to the CHG-MERIDIAN Technology and Service Center – maintaining absolute transparency and traceability every step of the way. Specially trained employees then erase the data in a security-restricted area with biometric access controls, using Blancco® deletion software to overwrite the drives according to BSI standards (VSITR). This totally unique process was developed especially for CHG-MERIDIAN in cooperation with the TÜV.

### PROCESS SECURITY FROM START TO FINISH

A lot of what makes CHG-MERIDIAN'S TÜV-certified data destruction method unique is its exceptional level of process security. For example, the deletion software is never operated manually, from pick-up to final deletion or destruction. The whole process is entirely automatic – monitored and regulated by CHG-MERIDIAN systems to maintain 100% transparency and ensure complete documentation. Any attempts at manual intervention would immediately abort the procedure.

### ALWAYS UP-TO-DATE

One important quality criterion for our data erasure services is our knowledge and tools remaining up-to-date at all times. To ensure this, we continually invest in staff training, state-of-the-art technologies and current security standards. We are also more than happy to submit to regular security inspections and audits.



100% TRANSPARENT

## CERTIFIED DATA ERASURE

COMPLETELY  
DOCUMENTED

# THE UNDISCOVERED CHARMS OF RESIDUAL VALUE

## Valuable additional revenues thanks to systematic refurbishment

### VALUE-ENHANCING REFURBISHMENT

What happens once servers, computers, printers, fax machines, or other hardware components reach the end of their usage periods? What happens to those outdated IT devices? Many companies see issues like this as secondary – but used equipment often contains more potential than they have ever dreamed. With careful refurbishment, we are capable of successfully remarketing even 48-month-old hardware: PCs, LCD monitors, notebooks, printers, servers, workstations and network components.

### PRESENTING USED EQUIPMENT OPTIMALLY

At our Technology and Service Center in Gross-Gerau, we carefully analyze and test your old equipment before refurbishing it both visually and technically. We remove stickers, dust, internal serial numbers, and indications of former owners, and add in missing components (power cords, mice). Once the devices are ready to sell, we repackage them and place them back on the market.

Customers receive detailed status reports on each of their devices, as a basis and prerequisite for successful remarketing. We evaluate devices according to both technological and visual criteria, and are also happy to inform our customers' quality management staff about how handling equipment more carefully in the future might increase its remarketing potential even more.

### THE ENVIRONMENTALLY RESPONSIBLE ALTERNATIVE

Refurbishing and then reusing IT resources is even more environmentally friendly than conventional recycling. We avoid electronic scrap by not just reusing individual components, but preserving the original product. In other words, the devices are brought back into the economic cycle for a second chance at life.



# SAVE THE BEST FOR LAST

## Professional resale through CHG-MERIDIAN's professional remarketing services

### ABOVE-AVERAGE REVENUES

For more than 30 years, CHG-MERIDIAN has been selling used equipment on secondary IT markets all over the world. In Europe we are among the largest suppliers in our sector. Our Technology and Service Center in Gross-Gerau brings more than 400,000 devices back into the economic cycle every year.

The experts comprising our in-house Remarketing department have decades of remarketing experience and access to international market areas, giving them the profound knowledge they need to do a well-founded assessment and valuation of your IT inventory. Oftentimes, the revenues they generate for our clients are above normal market prices.

### RENOWNED REFERENCE CUSTOMERS

Our more than 8,000 satisfied customers include, for example, industrial- and financial-sector companies and corporations as well as public entities. Many of them consider data protection issues particularly important, and have chosen CHG-MERIDIAN due to the seamless transparency of our asset tracking system and the uniqueness of our data erasure process.

### INDIVIDUAL PRICING AGREEMENTS

Generally speaking, we offer two types of pricing agreements. We can take the devices off your hands at fixed prices, which we have previously set with you – after which you have nothing more to worry about – or else accept them as goods on consignment and share the proceeds with you (open-book process).



## ACQUISITION OF LARGE HARDWARE INVENTORIES

CHG-MERIDIAN doesn't just process equipment which is part of terminated usage agreements. We also purchase all brands of IT workstation hardware. Thanks to our solid financial resources and our experts' comprehensive market knowledge, we can provide well-founded evaluations and marketing services for even large IT equipment inventories.

# INDEPENDENT, AMBITIOUS, WORLDWIDE.

Exemplary references from our international  
sphere of influence



ROLLOUT/  
ROLLBACK OF 7,835  
USED DEVICES

## TÜV-CERTIFIED DATA ERASURE

ADDITIONAL REVENUE  
THROUGH REMAR-  
KETING

### QUICK AND EASY IT EQUIPMENT REPLACEMENT WITH A FOCUS ON SECURE DATA ERASURE

**CHALLENGE:** A government agency wants to replace the IT equipment at 3,375 workstations within 6 months – as efficiently as possible and without affecting day-to-day work. Secure retrieval of used equipment and reliable data destruction are of fundamental importance.

**SOLUTION:** Secure disassembly and transport to CHG-MERIDIAN's Technology and Service Center in Gross-Gerau as per TÜV criteria. Intermediate storage, parallel rollout/installation of new equipment. Devices previously tested and configured according to customer specifications. Data on 7,835 old assets destroyed securely, followed by refurbishment and remarketing.

**CUSTOMER BENEFITS:** Equipment assembly and disassembly is quick and easy; precise planning and parallel execution minimize downtimes. CHG-MERIDIAN guarantees data protection at all times.

### SOFTWARE LOADING AND INTERNATIONAL LAPTOP DELIVERY

**CHALLENGE:** As part of a medical study, a large pharmaceutical company wants to equip around 750 laptops individually in terms of both hardware and software. They need to be delivered to various clinics, hospitals, and private practices around the world. The customer also wants the equipment to be retrieved at the end of the study, and for the stored data to be deleted securely.

**SOLUTION:** Intermediate storage, individual configuration and software refueling at CHG-MERIDIAN's Technology and Service Center. Equipment shipped worldwide. Technology and Service Center also handles later device retrieval and performs secure data erasure as per TÜV criteria.

**CUSTOMER BENEFITS:** Single source project implementation and supervision – everything from consultation, procurement and financing to rollout, rollback, and equipment remarketing.

SOFTWARE  
LOADED ONTO 750  
NOTEBOOKS INDIVIDUALLY

## WORLDWIDE ROLL- OUT AND ROLLBACK

SECURE DATA ERASURE  
AND REMARKETING

### COMPREHENSIVE IT LANDSCAPE INVENTORIES AS THE BASIS FOR MODERNIZATION

COMPLETE  
DOCUMENTATION FOR  
A TOTAL OF 3,970 DEVICES  
AT 1,200 WORKSTATIONS

## INVENTORY MANAGEMENT

SORTING AND LABELLING  
BY DEVICE CLASS

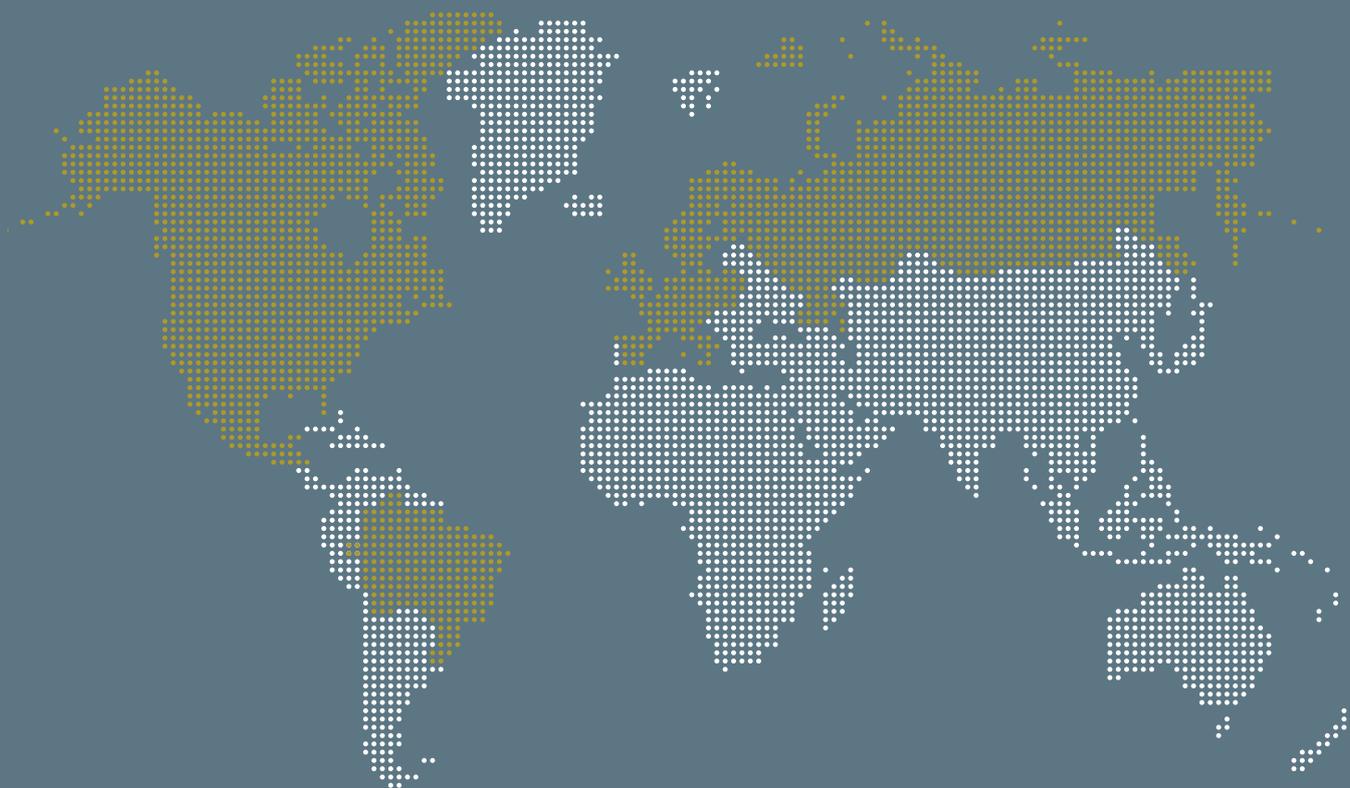
**CHALLENGE:** A public-sector institution has only limited knowledge of the scope and condition of its IT portfolio. As part of a planned equipment renewal process, and in order to boost overall efficiency, the organization needs a partner to determine their current inventory, and then cover additional aspects like financing, procurement, rollout and equipment retrieval in subsequent project stages.

**SOLUTION:** Entire IT portfolio inventoried and completely documented within two weeks. By grouping and labeling assets by device class, model, room number, etc., CHG-MERIDIAN creates greater transparency in the customer's IT landscape.

**CUSTOMER BENEFITS:** Modernizing and consolidating its IT landscape provides the customer a comprehensive picture of its entire equipment inventory. By providing continuous and successful support throughout the IT lifecycle, CHG-MERIDIAN remains the customer's primary contact on subsequent projects as well.

# CHG-MERIDIAN AROUND THE WORLD

## OUR LOCATIONS



### GERMANY

Weingarten (HQ), Munich, Nuremberg,  
Dusseldorf, Groß-Gerau, Hamburg, Berlin

### EUROPE

Paris (FR), Lyon (FR), Monza (IT), Rom (IT),  
Barcelona (ES), Madrid (ES), Baden (CH),  
Vienna (AT), Grimbergen (BE), Egham (UK),  
Daventry (UK), Dublin (IE), Rotterdam (NL),  
Moscow (RU), Ljubljana (SI), Prague (CZ),  
Warsaw (PL), Bratislava (SK), Oslo (NO),  
Skien (NO), Stockholm (SE), Helsinki (FI),  
Copenhagen (DK)

### AMERICA

New York (US), Woodland Hills (US),  
Chicago (US), Dallas (US), Boston (US),  
Windsor (CA), Monterrey (MX),  
Mexico City (MX), Guadalajara (MX),  
São Paulo (BR)

## OUR COMPANY

CHG-MERIDIAN is a globally leading supplier of customized business concepts for efficient technology management. As a financial advisor and technology manager, the company offers maximum relief over the entire technology lifecycle. Customers with investment projects in the IT and telecommunications, industry, and healthcare sectors sustainably benefit from reduced costs and risks, as well as from intelligent controlling to technical and commercial monitoring of their device environment.