

# 18 Questions to Ask When Selecting an Asset Recovery Partner

Ensuring a potential asset recovery partner's core capabilities align with your goals is essential in helping your company evaluate solutions. Here are 18 questions your business should ask any potential asset recovery partner before making an asset recovery decision.

## Asset Recovery

- What are the effects of implementing this asset recovery program? How will this benefit my company?
- How does the vendor retrieve assets from disparate end users in today's remote workforce? Do I have to collect assets from end users then send them into the vendor or can my end users ship their assets directly to the vendor?
- What is the average recovery rate for the vendor's customers? The industry average recovery rate is around 30%. Mobile reCell's average recovery rate is 95%.

## Managing an Asset Recovery Program

- Can this vendor provide me with best practices for implementing a mobile policy for my end users?
- Who is actually responsible for the recovery of my program's assets? Does the vendor help me retrieve deployed assets?
- Can my end users choose how they will return their retiring assets?

## Ensuring Data Security

- What are the risks in not having all of my assets recovered?
- How will I know all data has been securely removed from every recovered asset?
- How can I identify and address assets enrolled in my security management platform—Unified Endpoint Management (UEM), Apple Business Manager (ABM), Samsung Knox, etc.?

## Recovering Maximum Value

- How will I know device testing, evaluation, and grading are fair and transparent to my company?
- How will I know which assets have and have not been recovered?
- What visibility will I have into the financial return on my recovered assets?

## Automating Manual Processes

- Are reminders sent to end users who still have yet to return our assets?
- How will I communicate with employees who still need to return their devices?
- If recovering assets is currently very manual for me, what tasks or workloads can I outsource to this vendor?

## Delivering a Sustainable Solution

- Will this solution further our existing sustainability initiatives?
- Will this solution allow our company to make smarter and more sustainable decisions around managing IT assets?
- How will I know this vendor has responsibly recycled any scrap or unsellable assets recovered for my company?

