



A true global solution

TES is a global leader in providing IT Lifecycle Services (asset recovery, recycling, deployment, and onsite data destruction); our volume, geographic footprint, and scale bring several advantages that set us apart from other service providers in the market. Owning our processing infrastructure globally means we don't have to make use of an extensive partnership network to service our clients – which, in turn, pays direct dividends in terms of cost reductions, risk avoidance, value maximization, consistency of service, localized compliance expertise, and global-to-local support.

A Global Footprint

TES owns and operates a global network of 30+ recycling facilities: not sales offices or partner sites, but real bricks-and-mortar TES facilities. With over 1400 employees worldwide, we can deliver our services **directly** in North America, EMEA (Europe, Middle East & Africa), and APAC (Asia Pacific).

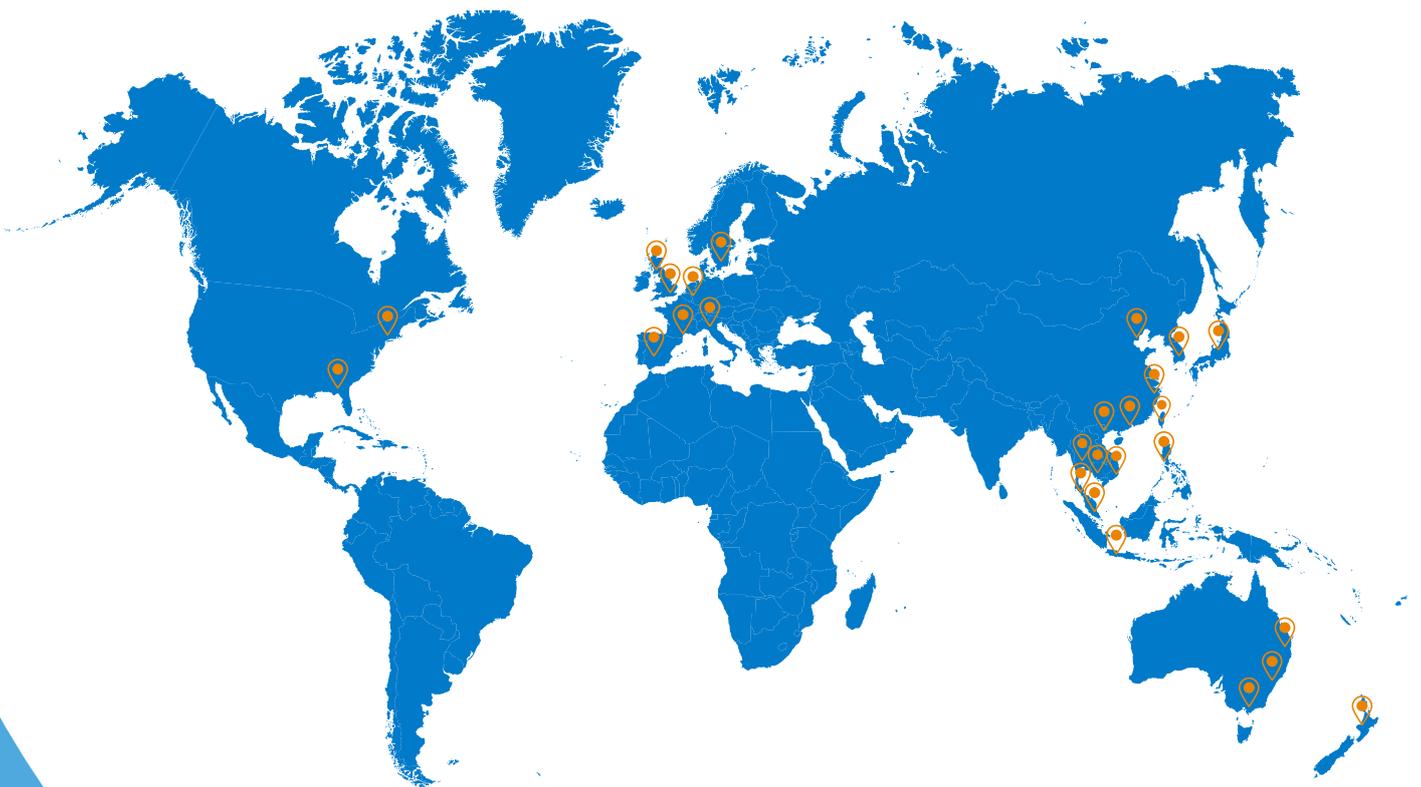
Using the same processes and operating to the same compliance standards, we process millions of devices annually in over 200,000m² of facility space.

A Consistent Approach

Consider the complexity that comes with running the same program across 50+ countries. Very few service providers in the market can offer the kind of consistency and transparency that TES can.

Having a real presence in a given country means we speak the local language, can provide real-time support, know the local market, and understand the localized compliance regulations. In a global program, these are critical success factors that cannot be understated.

It's safe to say that a global program not serviced by a true global provider is immeasurably more complex.



TES offers our clients a single global solution that actually **feels** like a single global solution.



What are the benefits to you?



Maximizing value

- A physical presence in a local market means we understand that local market landscape well, are connected to the local e-commerce and retail outlets, and are a few steps closer to the end user sale – which ultimately generates higher returns for our clients.
- TES knows what different technology levels and types are priced at in 20+ countries. We use that information to pinpoint where pricing is weak and to ensure we sell where it is strong.
- In the scope of a global program, our broad footprint means your assets travel a shorter distance – which translates to lower logistics costs, lower carbon emissions, and more control.
- By not using an extensive partner network and not having to compensate them for doing the actual work, TES can be more competitive in the fees we charge and the re-marketing proceeds we give back to our clients.



Minimizing risk

- Imagine trying to understand the compliance regulations in Vietnam or Sweden without a local compliance resource. Being attuned to important cultural nuances, understanding the history, mastering the local language, and having credibility with regulatory authorities are all key to staying compliant.
- TES has compliance representatives at each site as local experts – to handle applications for permits, drive audits, support certifications, and manage any issues that arise.
- Owning the majority of our recycling infrastructure means TES does not have to use an exponential number of downstream recycling partners. This translates directly to a lower risk profile for our clients.



Nothing lost in translation

- Client support is the #1 issue that comes up in a global program. Our best-in-class support means having a global central point of control while still being able to engage tactically at the country level.
- This ability to respond locally in the local time zone and language, with a hands-on understanding of the issue, removes days/weeks (and substantial frustration) from the resolution process.
- Consistency, consistency, consistency. Our clients want their service and any inherent risks to be managed the same in Tokyo as they are in London. TES operates our facilities to the same security standards, work flows, and quality processes globally. Whether it's services, financials, and/or reporting, the customer experience is always the same.

It's a big world out there. As interconnected as the world is, the truth is that global programs still come with lots of challenges. Let TES be your guide; please contact us to discuss your IT lifecycle needs in more detail.

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