

Distributed workforce. Circular device lifecycle. Technology that doesn't end up in a landfill.

The Outcome

A leading global e-commerce platform with a distributed workforce needed a more efficient, more sustainable approach to device lifecycle management. Presidio implemented a Hardware-as-a-Service model that combined procurement, deployment, buyback, refurbishment, reverse logistics, and charitable disposition into a single managed program - reducing operational complexity, cutting costs, and advancing sustainability commitments simultaneously.

How They Got There

Presidio built a circular device lifecycle program: end-user device procurement and global deployment at the front end; buyback, refurbishment, redeployment, and sustainable disposition at the back end. Retired equipment was recovered, assessed, and refurbished for redeployment where possible, donated to educational and community organizations where not, and responsibly recycled where neither was viable.

Why It Worked

Treating devices as disposable assets was creating both cost inefficiency and environmental impact the organization was committed to reducing. A circular model changes the economics: extending device lifespans reduces procurement frequency, refurbishment recovers value from retired assets, and responsible disposition replaces landfill with community benefit. Presidio's ability to manage the full lifecycle through a single program removed the coordination overhead that had previously made circular approaches impractical at scale.

The Situation

A leading global e-commerce platform operates with a distributed workforce spanning multiple countries and regions. The existing approach to device lifecycle management was generating complexity and cost at both ends: procurement across multiple regions was fragmented, device replacement was slow, inventory visibility was limited, and retired devices were not being recovered or reused effectively. The organization also had corporate sustainability commitments that a traditional linear device lifecycle was actively working against.

The Approach

Presidio implemented a comprehensive Hardware-as-a-Service model that treated the device lifecycle as a continuous loop rather than a linear process. At the front end: centralized device procurement, global deployment, and employee provisioning. At the back end: a structured buyback program recovering retired devices, refurbishment services restoring hardware for redeployment, reverse logistics managing the return flow, and responsible disposition through charitable donation or certified recycling. Repair services and device replacement programs handled in-life device issues.

The Result

The organization now manages its distributed workforce device lifecycle through a single, integrated HaaS program. Hundreds of device buyback transactions are processed annually, with recovered hardware refurbished and redeployed rather than discarded. Electronic waste has been reduced through refurbishment and charitable donation programs. Procurement costs have decreased as device lifespans extend. Employees across all regions benefit from streamlined provisioning and faster replacement.

"Presidio helped us rethink device lifecycle management by combining operational efficiency with sustainability. Their ability to manage procurement, refurbishment, logistics, and support through a single program has delivered measurable value across our organization." — Director of Global Workplace Technology

HaaS

Hardware-as-a-Service model - procurement, refurbishment, and reverse logistics unified

Hundreds

Of device buyback transactions annually - recovered, refurbished, and redeployed

Zero-waste

Goal - refurbishment, redeployment, and charitable donation programs in place