The world of Five Years Out is all about new thinking, new materials, new standards… New everything.

So what happens to the old, the excess, and the returned?

If a device is obsolete, does that mean everything inside of it is obsolete? Or, could there be value hiding in yesterday’s innovation?

If you’re thinking Five Years Out, this is the sort of opportunity you’re thinking about… and you should know it’s where Arrow excels.

We turn inefficiency into opportunity.

We simplify the complex and minimize risk.

We know how to reduce and re-use.

It’s part of the bigger picture.

Are you ready to uncover value you never knew existed?
Then you’re ready to work with us.
Innovating the Reverse

For 75 years, Arrow has provided innovative go-to-market solutions for its customers via an infrastructure that spans 32 countries, processes in excess of 100,000 transactions per day and achieves quality levels that exceed 99% across the network.

Now, Arrow Value Recovery is taking the lead in the reverse supply chain and aftermarket, bringing decades of experience, high integrity and proven expertise to the reverse and end-of-life stages. For innovative, single-source solutions that leverage a vast infrastructure and offer unmatched stability, security and simplicity, there’s only one source: Arrow.

The Arrow Difference

VALUE FOCUSED
Recovered value comes in many forms—from increased efficiencies and social and sustainability benefits to greater financial return on retired assets. Arrow’s unique mix of forward and reverse logistics expertise fuels our ability to innovate in a wide variety of ways and maximize the value you recover.

ARROW OWNED AND OPERATED
Consistency, transparency and confidence. That’s what we offer through a network of more than 15 Arrow operated processing facilities across 8 countries. Our uniform standards and quality controls ensure our clients now have a single-source option that delivers consistent levels of service around the world.

ONE GLOBAL STANDARD
Ever-changing technology and constantly-evolving regulations make asset recovery complicated, risky and fraught with hidden costs. Arrow operates from a single global standard, and across the largest global footprint in the industry, enabling a unified approach to every value recovery task.

Arrow Value Recovery processing footprint
> 1.4 million sq. ft. of Value Recovery operations in 8 countries
> 7.2 million assets processed annually
Value Recovery Solutions

Our team offers a full suite of IT asset recovery and product returns management solutions that can be tailored to fit your needs and budgets.

SECURE LOGISTICS
> Strict guidelines for packaging, collection and transport of your assets ensure a secure chain of custody.
> Multiple security options are available to meet specific client requirements.

TECHNOLOGY PROCESSING
> We receive, audit and securely process retired assets, customer returns, and defective goods in our state-of-the-art processing facilities.
> Services include intelligent repair, testing and software installation based on current market drivers to maximize ultimate remarketing value.

REUTILIZATION AND MAXIMIZED RECOVERY VALUE
> Extend the productivity and useful life of technology through redeployment, remarketing, employee sale and charitable donation programs.
> Remarketing expertise across multiple technologies and platforms, deployed across multiple geographies, ensures highest velocity and financial return related to the resale of equipment on secondary markets.

DATA SANITIZATION
> Data-bearing devices are sanitized to NIST SP 800-88 standards (3-pass). Data-bearing devices that cannot be sanitized are shredded at a secure Arrow facility.
> Multiple verification audits ensure data sanitization and certificates of destruction for data security are issued.

RESPONSIBLE RECYCLING
> Rigorous processes, third-party audits and Arrow’s own global compliance policies ensure proper material handling and environmental stewardship.
> Arrow employs secure, responsible zero-landfill recycling. Electronic equipment is converted to reusable components or commodity-grade materials for reuse in new products.

ONLINE REPORTING
> Transparency is one of the cornerstones of Arrow’s commitment to provide asset recovery services that comply with corporate policies, legal requirements and regulatory mandates around the protection of data, environmental liability and accountability of financial assets.
> Complete settlement reporting details the retirement or redeployment of every serialized asset including make, model, serial number, condition, weight, failure reasons and more.
Solutions to Fit Your Needs, Whatever Your Line of Business

ENTERPRISE ORGANIZATIONS

Arrow’s experience and ability to provide a global, centralized solution is critical for many of today’s large, risk-conscious organizations. Our clients can trust that their company data is secure, their reporting needs are met, their remarketing returns are being generated and their equipment is handled in compliance with all applicable regulations.

OEMS AND RETAILERS

We provide complex reverse supply chain solutions that address needs related to product returns, trade-in programs, warranty returns and more. We understand that these reverse streams are large and diverse, and we offer the size, scale, depth of process and refurbishment/remarketing capabilities required to handle them.

VARS AND SYSTEMS INTEGRATORS

Arrow gives our partners the opportunity to offer a more complete solution for their customers’ IT equipment needs, cradle to grave. Additionally, we provide the program design, execution and support, so our partners are free to focus on their core service offerings.

LEASING COMPANIES

Our end-of-lease services simplify the entire process to alleviate complex return issues, strengthen client relationships and help increase profits for our partners.

SMALL AND MEDIUM BUSINESS

We take the protection of your brand reputation and our shared environment seriously. Served through selected Arrow partners, organizations of all sizes now have access to high quality asset recovery and responsible recycling services from a partner they can trust.

We service all types of electronics:

- Mobility
- Computing
- Server and storage
- Networking
- Telephony
- Point of sale
- Consumer
- Parts and other assets
Guiding Innovation Forward

Our solutions bring the possible to the practical, creating the solution that should be and delivering it ahead of market need. Here are some of the factors that have already made Arrow Value Recovery a leader in the industry:

**ENVIRONMENTAL STEWARDSHIP**
Arrow is going above and beyond, defining a universal approach to environmental compliance on a global scale while exceeding the requirements of any single, existing industry standard. Arrow’s Quality and Environmental Management System (QEMS) includes stringent controls for:

- Landfill avoidance for all electronic materials
- Downstream processor transparency and controls
- Prohibition on disposition of non-working electronics except to approved downstream processors
- Prohibition of child or prison labor anywhere in the supply chain
- Certifications which include ISO 9001, ISO 14001, OHSAS 18001, R2 and RIOS, and e-Stewards
- Compliance with regional requirements including the WEEE Directive in Europe

**TECHNOLOGY REUSE**
Refurbished IT equipment has the potential to protect our natural resources, reduce energy consumption and aide communities around the world. As the largest Microsoft Authorized Refurbisher (MAR) partner in the world, Arrow helps guide innovation into the hands of new users everyday while optimizing value recoveries for clients by pre-installing genuine Windows operating system software on equipment destined for a new home.

**SIMPLIFICATION**
We understand your desire to manage fewer vendors and keep your business running at full speed. We can help you navigate the requirements of user organizations, the demands of proper disposition, and ever-changing certifications, regulations and compliance laws. Our single-source solutions are designed to make it easier to focus on your success.

**SOCIAL RESPONSIBILITY**
Arrow Value Recovery supports a variety of charitable donation programs designed to bridge the digital divide by repurposing and distributing used computer equipment to those in need. Examples include a 10-year relationship with NGO Close The Gap in Europe and multiple programs in North America directing used equipment to qualifying students, veterans and low income families.

**FULL TRANSPARENCY**
Ensure every step of your recovery, data sanitization and reuse process is transparent and auditable. We provide comprehensive online reporting tools and metrics. Whether measured by financial, environmental or social terms, the information you need in order to document value is always readily available.
Finally, a Solution You Can Trust. And Verify.

The Proof Is in Compliance
Lost value. Environmentally irresponsible disposition. Data breaches. Changing legal requirements. These are the problems in the market. And we’re here to solve them.

Others may make bold promises, but we back our promises with investments in the global processes, systems and compliance protocols required to deliver solutions you can trust.

Arrow’s world-class compliance program makes it possible to:

> Certify chain of custody from receipt through disposition
> Comply with myriad regulations on a global basis
> Ensure consistent quality and service level delivery
> Streamline costs and minimize risk of downtime
> Demonstrate a process for continuous assessment and improvement
> Protect the health and safety of everyone that touches your product

The Payoff Is Brand Protection
As a Fortune 150 company, we understand the value of your reputation.

Arrow Value Recovery is already a trusted partner to more than 50% of the Fortune 100. Join them and other top retailers and OEMs in working with us, and you’ll see how our flexible reverse and recovery solutions can remove complexity and risk from your operation—allowing you to focus on what you do best.

In 2012, our responsible recycling practices kept 25,000 tons worth of materials from going to landfills.
Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn't quite exist yet—the world of Five Years Out.

Five Years Out is the tangible future. And the people who live and work there know that new technologies, new materials, new ideas and new electronics will make life not only different, but better. Not just cheaper, but smarter. Not just easier, but more inspired.

Five Years Out is an exciting place to be. So exciting that, once you've been there, it's hard to get excited about the present. Because we know what's coming is going to be so much better.

Five Years Out is a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Creating the future of everything from cars to coffeemakers.

Are you one of them? Then you're probably working with us.

In Person
800 393 7627
Call to talk or set up a face-to-face meeting with one of our knowledgeable representatives.

By Email
valuerecovery@arrow.com
Email us for answers to questions or to start a conversation.

Online
arrowvaluerecovery.com
Visit our website for more information on our services and capabilities.

myarrow™
Sign up for a free account and get custom pricing, terms and innovative tools at arrownac.com/myarrow.