

DC DeInstall

Date of Initial Notification - 16th of the month Completed Recovery Date - 11 days after notification Location - New Jersey (NJ)

Original Equipment Value - \$2.5M

Situation:

ESX was notified by their leasing client that one of their clients was filing bankruptcy. The leasing company had financed \$2.5M of equipment and requested that we recover as much of the equipment as possible.

The equipment had to be removed from the Data Center (DC) by the end of the month.

Challenges:

- **Lack of Information** - The only detail provided was the original equipment invoice and that the equipment was last known to be located at a large data center (DC) in NJ and that a 3rd Party Value Added Reseller (VAR) was managing the equipment in the DC.
- **Timing** - We had to swiftly assess the situation and move forward to recover the equipment in time to beat the deadline.

Scope of Work:

Full project management that included the following:

- Contacted the VAR to confirm all assets owned by the Lessor were still located at the DC and recruit their assistance to gain access to the DC with the deinstall.
- Sourced a logistics partner for shipping and manpower to properly pack the assets for trouble-free transport.
- Contacted DC to arrange entry for ESX and the contracted logistics team.
- Sourced an additional national technology partner to lead and manage the de-install of all equipment.
- Deployed an ESX Project Manager (PM) to perform a serialized audit of all assets and to ensure completion.

Project Details:

A week after initial notification: The PM and contracted partner met in NJ to review the Statement Of Work for the deinstall the next morning.

The following day

- 7am – PM and contractor arrived at the DC to meet the VAR representative and DC Operations Manager.
- 7:30am - The DC manager and the VAR representative

escorted the PM and his team (sole support provided) to the cage where the equipment was located.

- Equipment was in 10 fully cabled, powered computer racks
- 8am – The PM and contractor immediately powered down the equipment to begin serializing and de-installing the Lessor owned assets.
- 10:30am - The logistics team of two men arrived with the required packaging materials to begin preparing all the deinstalled equipment for transportation.
- 9pm - The PM and his team completed the deinstall and the logistics team also completed the preparation and palletizing of the assets for transportation. All the Lessor owned assets in the identified cage had been removed. The only items left were the empty computer racks.

The end of the month

- 7am - The trucking company arrived at the DC to label, photograph and load 12 pallets and 1 full computer rack.
- 10am - Truck departed NJ bound for Minnesota (MN).

The beginning of the following month

- 8am - Truck arrived safely at the ESX facility in Eden Prairie, MN, with the shipment.
- 10am - All equipment was safely unloaded and received.

The following day

- Equipment was placed in queue to be audited.

A week into the new month

- Serialized audit of all assets was completed and sent to leasing client.
- Our audit confirmed that \$2.4M of the original \$2.5M worth of equipment was recovered.
- Upon client's request, we moved forward to remarket the assets on their behalf.

Outcome:

On very short notice and with limited information, ESX managed and executed the successful recovery of \$2.4M of the original \$2.5M of IT assets that were located at a NJ DC. Our client was extremely happy with our execution and with the outcome of this recovery project.