



# How IT device reuse & recycling advances our company's goals

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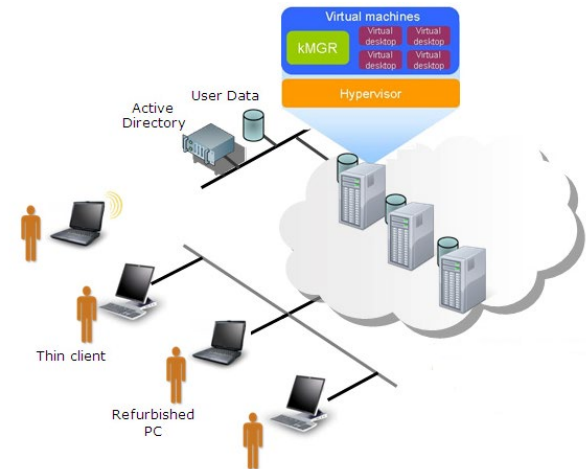
# TDS – Who Are We?

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- TDS is a Fortune® 1000 company that provides wireless products and services; cable and wireline broadband, TV and voice services; and hosted and managed services to approximately 6 million customers nationwide.
- Made up of:
  - US Cellular – Wireless Products & Services
  - TDS Telecom – Cable & Wireline broadband, TV, and Voice Services
  - Suttle Straus – Print Services
  - OneNeck – Hosted and Managed Services

# History of IT hardware at TDS

- Company was a traditional Desktop and Laptop environment
- Used devices until traditional useful life was over
- Slowly moved teams to our VDI environment
  - Now, almost 1/2 our environment is running a VM
  - Direct connection was either through HP Thin Client or repurposed EOL desktops with a thin OS



# 2018 Problem

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- Windows 10 upgrade project
- Current equipment was past end of traditional useful life
  - Repurposed desktops with Thin Win 7 OS
  - 8+ years old
  - Could not run Win 10
  - Video cards didn't support 3 monitors
  - Boot up times could be 5-10+ minutes
  - Hardware failures were increasing
- Upgrading endpoint equipment was costly (~\$300K)
  - Options:
    - Move from VM environment back to traditional desktops
    - Traditional HP Thin Client
    - Re-purpose desktops with "lighter" Win 10 LTSC OS

# Solution

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- Partner with Cascade Asset Management
  - Why?
    - Long history of partnership between TDS and Cascade
    - Previous history for similar project
  - What?
    - Purchase “older” desktops to re-use as Thin PCs



# Process

- Testing
  - Verified that the devices and LTSC build would work
- Buy-in from stakeholders
  - IT
    - Security
    - Solutions / Build team
  - Finance - budget
- Legal
  - SOW – 1-2 months to finalize
- Open PO
  - Allowed Cascade to send pallets to TDS as they became available and not wait until entire 500 were available



# Benefits

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- Over 500 refurbished desktops in our environment acting as Thin PCs
  - Less landfill waste
- VM performance on Thin PC is equal to VM performance on Thin Client
- Hardware failures have been minimized
  - Less user downtime
  - Less help desk calls
  - Less incident escalations
- Less overall hardware spend

# Lessons Learned

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- Be open-minded about re-using equipment
- Capture requirements early in the process
- Make sure you have enough storage space!



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Questions?