

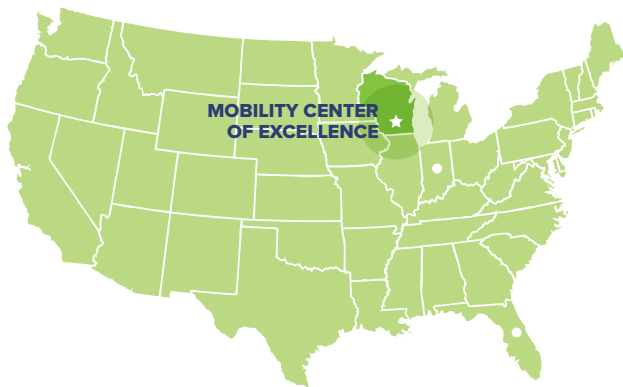
Cascade Mobile Solutions

For more than 20 years, Cascade Asset Management has provided customers with secure, sustainable solutions to mobile device retirement needs. As an industry leader and trusted partner for enterprises and institutions in highly-regulated industries like healthcare, government and finance, Cascade knows what matters to you and your business.

GEOGRAPHY

DOES CASCADE SERVICE MY AREA?

Headquartered with a processing center in **Madison, Wisconsin**, and additional facilities in **Indianapolis, Indiana**, and **Orlando, Florida**, Cascade provides mobile solutions to customers nationwide.



HARDWARE

CAN CASCADE PROCESS MY DEVICES?

Cascade processes a wide variety of equipment for reuse and recycling:

- ▶ **Smartphones**
- ▶ **Tablets**
- ▶ **WiFi**
- ▶ **Scanners**
- ▶ **Other Handheld Devices**
- ▶ **And more!**

SERVICES

CAN CASCADE PROVIDE THE SERVICES I NEED?

From start to finish, Cascade provides services customized for your business and security requirements.

- ▶ **Shipping:** Cascade provides sturdy boxes for multi-unit shipments, and rugged envelopes for single units. This helps reduce transit damage and yield higher resale results.
- ▶ **Receiving and inventory:** We inventory assets upon arrival at Cascade, reconcile reports to ensure our secure chain of custody and track the disposition process to prove proper management through our online portal, Cascade Tracker.
- ▶ **Testing and erasure:** Devices are tested for configuration, functional and cosmetic conditions to determine disposition options. Data destruction techniques are applied, and locked devices can be quarantined to be unlocked for resale.
- ▶ **Quarantine and unlocking:** Devices that are locked using security or deployment tools are reported to the client for de-registration. This enables units to be reused.
- ▶ **Disposition:** Devices are processed in one of four ways:
 - ▶ **Resale:** Remarket reusable equipment through Cascade Marketplace, eBay store or wholesale channels
 - ▶ **Recycle:** Disassembly, shredding and separation processes convert devices into recyclable resources while containing hazardous materials
 - ▶ **Donate:** Quality working and refurbished devices can be donated to local non-profit organizations and charities
 - ▶ **Redeploy:** Refurbished devices wiped clean of data can be reissued back to you for continued use; devices may be reimaged with new operating system
- ▶ **Reporting:** Milestone reports keep you informed of processing activity each step of the way, including:
 - ▶ Preliminary on-site Inventory Report
 - ▶ Inventory Receipt Report
 - ▶ Certificate of Destruction & Disposition Report
 - ▶ Resale Rebate Reports

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SECURITY

HOW DOES CASCADE MANAGE SECURITY RISKS?

Security is our top priority. That's why our normal service offering includes a **contractual guarantee that your data will be destroyed**. Cascade keeps your data safe by accepting liability for data erasure, unlike some trade-in programs offered through carriers or other vendors. For added peace of mind, we also include insurance to cover the unlikely loss of data.

SUSTAINABILITY

HOW WELL DOES CASCADE ADDRESS AND MINIMIZE ENVIRONMENTAL RISKS?

Cascade is an **e-Stewards Certified processor**, meaning we adhere to the highest standards of environmental responsibility and worker protection so your business is protected from the risks of noncompliance. These demanding standards prevent the export of hazardous e-waste overseas, protect worker health and safety and ensure customer data is protected and equipment is processed responsibly.



COMPARE CASCADE AGAINST YOUR CARRIER OR OEM TRADE-IN PROGRAM

- ▶ Do they guarantee data erasure with a contract?
- ▶ Do they unlock devices from security features to maximize resale?
- ▶ Do they provide rugged boxes to prevent transit damage?

BUDGET

HOW WILL WORKING WITH CASCADE IMPACT MY BOTTOM LINE?

Cascade manages the financial implications of your mobile asset disposition in two ways.

1. Our sturdy shipping boxes and packing supplies help reduce transit damage and yield higher resale results.

Other competitors may use flimsy envelopes or require customers to ship their own devices, which can lead to substantial damage during transit. Cascade provides high-quality, sturdy packing and shipping supplies directly to you, reducing the hassle and risks associated with poor packaging.

2. Our quarantine and unlocking process allows us to yield more devices for sale.

Other trade-in programs do not report locked devices to their customers, which leaves them no choice but to scrap the units for parts. By working closely with our customers to unlock devices, we're able to maximize value for your mobile devices.

CUSTOMER SATISFACTION

WHAT CAN I EXPECT IN WORKING WITH CASCADE?

IT asset disposition involves many stakeholders throughout your organization, and it's our job to make it an easy, seamless process for everyone involved. To assist with communication and reporting, Cascade offers a portal that shares detailed job and asset level information.

The Cascade team is committed to preparation so the process goes smoothly, and employs transparency throughout the process to maintain your trust. We regularly measure customer satisfaction, which we proudly maintain at a **99%+ positive feedback rating**.

