Lenovo Asset Recovery Services

Make IT asset recovery seamless

Smarter enables flexible recovery, enhanced security, and circular outcomes for end-of-life IT

Smarter technology for all

Lenovo

Transition from legacy to leading-edge with ease

Technology upgrades are essential to keep your digital organization running at its best. But for IT teams, managing outdated devices and infrastructure can be a complex challenge. How can they ensure that redundant IT assets are handled responsibly, while keeping the focus on driving innovation and success?

A smarter way to manage end-of-life IT

Managing outdated IT assets shouldn't drain your resources or your team's focus. From securely handling data to managing multiple-brand devices across various locations, it's a complex and time-consuming process.

That's where **Lenovo Asset Recovery Services (ARS)** can help. Lenovo ARS simplifies your IT refresh journey by providing a flexible and circular solution with enhanced security. Free up your team to focus on what matters most while we handle everything. From secure data wiping to responsible device remarketing or recycling, we help you maximize potential value and contribute to a more sustainable IT lifecycle.
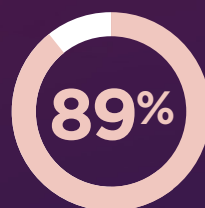
Refresh pressures are higher...

every
3-5 years
How regularly most organizations refresh or upgrade end-user PCs[1] and server, storage or network equipment[1]

~135,000
number of endpoint devices the average enterprise manages[2]

Responsible disposal is tougher...

89%

of organizations recycle less than 10% of their IT hardware[3]

over
50M metric tons
of e-waste is dumped per year — equivalent to 1,000 laptops per second[4]

Refresh your IT on your schedule

Flexible
One simple online process puts you in control.

Retire any device, any brand, and easily unlock potential value-back opportunities

Lenovo ARS is your one-stop solution for IT lifecycle management—offering a seamless, protected, and proactive approach to decommissioning outdated assets. When IT assets stop adding value to your business, Lenovo ARS can help you unlock hidden potential value.

Here's how:

Plan ahead with ease

Simplify IT refresh planning by attaching Lenovo ARS to your new technology purchase. When it's time to upgrade, effortlessly schedule a pick-up request through the Lenovo Service Connect portal.

Asset tracking at your fingertips

Stay in control with our user-friendly Lenovo Service Connect portal. Track your asset recovery process and view your available service credits at a glance.

Retire assets at any time

You decide when and how to dispose of your IT assets. Whether at point of purchase or at any time during your IT lifecycle, Lenovo ARS adapts to your schedule, budget, and business cycle so recovery is simple and convenient. Unlock the full potential of your IT fleet with our comprehensive value assessment. Any potential value is credited back to you, ensuring maximum return on your investment. Plus, we support all devices, including non-Lenovo, to facilitate seamless and cost-efficient technology upgrades. Whether you're upgrading to AI-powered PCs, enhancing your datacenter, or transitioning to Windows 11-enabled devices, we've got you covered.

Enhanced Security
Peace of mind with a partner you can trust.

Enhanced security

Our enhanced data sanitization and global compliance standards ensure your sensitive data is safeguarded.

Safety at every step

From transit to testing and resale, we prioritize security and transparency at every stage of the recovery process.

Circular
Meaningful and transparent contribution to the circular economy.

Promote reuse and help reduce e-waste

Refurbish, remarket, or recycle your devices to unlock value-back opportunities while reducing e-waste.

Show your commitment

Help advance your sustainability goals with every asset recovered, demonstrating your dedication to responsible and circular IT management.

Data-led insights and reporting

Lenovo's Circular Economy Statement is available for download via the Lenovo Service Connect portal, providing a detailed view of IT product resale and recycling outcomes. You can filter key metrics, drill down into granular data, and, over time use historical trends to make smarter decisions about refresh cycles. These actionable insights empower you to optimize IT asset lifecycles and improve overall asset management.

Flexible **utilization**

Lenovo ARS adapts to the unique needs of your IT environment by providing unmatched flexibility. Whether you're retiring Lenovo or non-Lenovo devices—including servers, desktops, or other infrastructure—our solution supports all brands and device types.

How it works:

When you add Lenovo ARS to your technology purchase, service credits are added to your account. These service credits* are not tied to a specific device and are designed to give you the freedom to recover any asset in your IT fleet.

With Lenovo ARS, you have the flexibility to manage IT recovery across your organization on your terms. This brand-agnostic approach ensures you can address asset recovery needs efficiently, no matter how diverse or complex your IT environment may be.

* Service credits valid up to 6 years from date of purchase.

Planning a phased refresh?

Use the service credits for different device types as your needs evolve, whether it's laptops today or servers tomorrow.

Mixed-brand environments

Redeem the same service credits to retire devices across any brand and streamline recovery for your entire IT ecosystem.

Why Lenovo ARS?

It integrates seamlessly with your overall IT solution, providing end-to-end lifecycle management from one trusted partner.

Safeguarded collection

Devices are collected from your location with options for dismantling, movement, and on-site pick-up—ensuring a hassle-free process.

End-to-end processing

From refurbishment and recycling to testing and remarketing preparation, every step is managed with precision to ensure responsible handling of your assets.

Return of potential value

Receive product resale value for re-marketable assets, contributing to your IT budget and helping transition to latest technologies.

Data security

NIST SP 800-88 compliant data sanitization services, with optional on-site disk destruction for additional peace of mind.

One single point of contact

Access detailed insights on device recovery outcomes through the Lenovo Service Connect portal.

Additional on-request services

Enhance your Lenovo ARS experience with these optional add-ons to meet specific business needs:

Asset discovery

Remote or on-site inventory assessment to determine fair market value for your current assets.

Asset handling

Assistance with on-site asset dismantling, relocation, and serial number reconciling.

Quarantine hold

Hold assets to ensure successful data migration before processing.

On-site data management

On-site data sanitization or hard drive destruction (either shred or punch) directly at your location for added security.

Additionally, Lenovo ARS seamlessly integrates with our TruScale solution, enabling the efficient decommissioning of outdated CAPEX equipment while transitioning to flexible as-a-Service models—delivering cost savings, optimized technology use, and reduced waste.

We've done it before:

Supporting KordaMentha's sustainability goals by responsibly decommissioning hardware.

Australian advisory and investment firm, KordaMentha, has used Lenovo ARS to recycle and dispose of over 250 devices in a responsible way. First, Lenovo securely transports assets to the processing facility. Equipment is then securely wiped to meet data protection and privacy laws.

Read the full story

A partner you can trust

Lenovo brings a proven track record of flexible and circular IT asset recovery services with enhanced security.

Award-winning

Lenovo has been awarded the 'Platinum' medal by EcoVadis and recognized as a Leader in Carbon Management with the best-in-class GHG management system.[5]

Our efforts to promote Circular economy initiatives were highly commended[6] and Lenovo won multiple SEAL 2024 Sustainability Business Awards for its environmental leadership.[7]

Trusted compliance

Our process adheres to stringent data sanitization protocols, including NIST SP 800-88, DOD, and NSA, and meets global regulatory requirements such as HIPAA, GDPR, CCPA, Sarbanes-Oxley, and Gramm-Leach-Bliley.

Most of our Product End-of-Life Management (PELM) partners are accredited to achieve quality, safety, and responsible recycling certifications[10] such as R2 or E-Stewards in addition to ISO9001, ISO14001, ISO45001 and ISO 27001.

Global footprint

One trusted partner across **43 markets** to fulfill all your asset recovery needs across all your global locations.
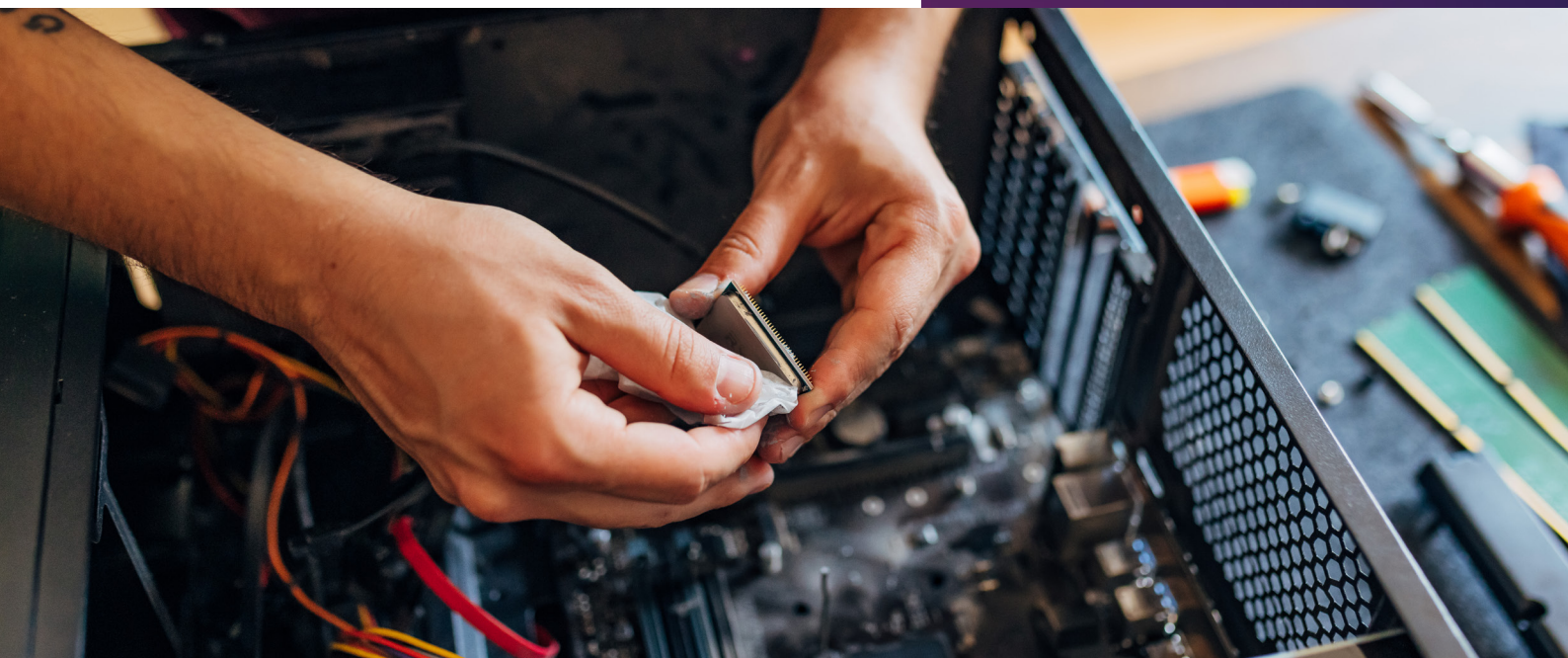
The numbers don't lie...

1M+

assets **responsibly recycled**[8]

15 years'

experience in **asset recycling**

94,000MT

of products recycled or reused from our customers since 2020 — equivalent to approximately **87 million ThinkPads**[9]

The vision is yours.

Get there with Lenovo

Ready to do the right thing? Responsibly recycle your IT today with Lenovo ARS and turn outdated assets into tangible business and sustainability gains with ease.

Contact us today

Lenovo ARS includes a service cost, which applies regardless of the buyback value of your products.

Intel The Importance of a PC Refresh Cycle – Intel | Extending the Life Cycle of Data Center Equipment- Bloomberg

[2]Nearly Half of Enterprise Endpoints Present Significant Security Risks (adaptiva.com)

[3]Capgemini Research Institute, Sustainable IT survey, January 2021

[4]Capgemini Research Institute, Sustainable IT survey, January 2021

[5]Lenovo awarded Platinum Medal by EcoVadis – placed in the top 1% of all companies rated globally

[6]CRN Sustainability In Tech, 2024 Award Winners, January 2024

[7]Lenovo wins big for advancements in sustainability, environmental achievement, and leadership

[8]Lenovo internal data

[9]Based on CY 2022 product recycling data: https://www.lenovo.com/us/en/sustainability-product-recycling/ and based on total weight of ThinkPad X1 Carbon Gen 12 at 1.09kgs/2.42

[10] Lenovo Electronics End of Life Standard for Suppliers, STD-00031

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