

The MemKing Managed Lifecycle Services Program

A white-label IT Asset Disposition partnership for Managed Service Providers

Add a new recurring revenue stream to your managed services portfolio, without adding overhead.

Executive Summary

MSPs are increasingly expected to manage the full lifecycle of their customers' technology, not just deploy and support it. Most MSPs, however, do not have the facilities, certifications, or logistics network to deliver enterprise-grade IT Asset Disposition (ITAD) on their own.

The MemKing Managed Lifecycle Services Program solves that gap. It lets MSPs offer secure, compliant, and profitable ITAD services under their own brand, while MemKing handles the operational work behind the scenes. The result is a new recurring service line, deeper customer relationships, an additional source of revenue, and less risk for the customer.

Program promise: You manage the customer relationship. We manage the ITAD process. Together, we deliver a secure, compliant, and profitable end-of-life solution.

What Is IT Asset Disposition?

IT Asset Disposition is the secure, environmentally sound, and auditable process of retiring, reusing, reselling, recycling, or destroying an organization's IT equipment once it reaches the end of its useful life. The goal is to get the most value out of retiring technology while removing the risks tied to data security, regulatory compliance, and environmental disposal.

The ITAD lifecycle

1. Asset inventory, every device is identified and recorded: serials, asset tags, models, configuration.
2. Collection & logistics, secure collection with a documented chain of custody throughout transport.
3. Data sanitization, drives erased to NIST 800-88 or physically destroyed; certificate issued either way.

4. Testing & grading, each device tested for function and assessed for condition.
5. Value recovery, marketable equipment refurbished and resold, with recovered value shared back.
6. Recycling, what can't be reused is responsibly recycled, keeping waste out of landfills.
7. Reporting, audit reports and certificates retained for regulatory and insurance purposes.

Why it matters

Data security. The biggest risk isn't the old computer, it's the data still on it. Deleting files or formatting a drive does not securely remove customer information, financial records, IP, or credentials. Regulatory compliance. A documented ITAD program shows retired assets were handled securely under privacy, financial, and healthcare regulations. Environmental responsibility. E-waste is one of the fastest-growing waste streams in the world; MemKing follows NIST 800-88 and R2v3 to reuse, recycle, and keep hazardous materials out of landfills. Financial recovery. Many retired assets still carry real value, organizations can recover part of their original investment instead of paying for disposal.

Why MemKing

For more than 25 years, MemKing has helped organizations securely retire technology assets while getting the most out of their remaining value. Instead of asking customers to coordinate several vendors, MemKing manages every phase of asset retirement through one accountable partner.

PILLAR	WHAT IT MEANS
Protect	Documented chain of custody, certified data sanitization, and reporting for governance, compliance, and audits.
Recover	A global remarketing network built over two decades maximizes recovery and lowers the cost of a refresh. Assets are refurbished and remarketed before recycling is even considered.
Manage	Logistics, inventory reconciliation, asset auditing, lease reconciliation, and day-to-day project coordination.
Document	Serialized tracking from collection to final disposition, supporting financial reconciliation, license termination, contract cancellation, and executive summaries.
Partner	White-label Managed Lifecycle Services built specifically for MSPs, we do the operational work; you stay the trusted advisor.

The MSP Opportunity

An MSP manages a customer's IT environment for the life of the equipment; ITAD comes into play at the end of that lifecycle. The biggest value an MSP brings is simplification: instead of the customer managing hardware vendors, shippers, recyclers, data destruction vendors, and auditors separately, the MSP coordinates the whole process, the general contractor for the IT asset lifecycle, with MemKing as the expert subcontractor.

MSPs already maintain hardware inventories, track warranties and lease expirations, plan refresh cycles, collect devices, document chain of custody, coordinate destruction, manage logistics, and support compliance and sustainability goals. Every one of those activities is a billable step in a managed ITAD engagement.

Example, a 500-person company replacing 400 laptops: the MSP orders and deploys the new laptops, migrates data, collects and inventories the old ones, arranges pickup, tracks chain of custody, verifies sanitization, delivers certificates and disposition reports, and helps the customer recover residual value. One coordinated project instead of a string of disconnected tasks.

The 10-Step Managed ITAD Program

STEP	MSP RESPONSIBILITY	MEMKING RESPONSIBILITY	CUSTOMER OUTCOME
1. Identify Assets	Identify customers due for refresh or lease expiration	Planning templates and consultation	Well-planned refresh project
2. Quote the Project	Present ITAD as part of the refresh	Pricing and scope within one business day	One simple proposal
3. Schedule Collection	Coordinate timing with the customer	Logistics, shipping, and pickup	Minimal customer effort
4. Inventory Assets	Verify the asset list	Validate inventory, reconcile discrepancies	Complete accountability
5. Secure Transportation	Notify the customer of pickup	Chain of custody and secure transport	Reduced security risk
6. Data Sanitization	Communicate customer requirements	Erase or destroy data-bearing devices, document results	Certified data security

STEP	MSP RESPONSIBILITY	MEMKING RESPONSIBILITY	CUSTOMER OUTCOME
7. Asset Processing	Keep the customer informed	Test, grade, refurbish, recycle, or destroy	Maximum value recovery
8. Remarketing	Review value recovery reports	Sell marketable equipment, calculate returns	Financial return on retired assets
9. Compliance Reporting	Deliver reports to the customer	Certificates of destruction, recycling, audit docs	Audit-ready records
10. Lifecycle Planning	Recommend future refresh cycles	Lifecycle reporting and analytics	Ongoing strategic planning

Everything the MSP Receives

SALES TOOLKIT

- ITAD sales playbook
- Customer presentation
- ROI calculator
- Proposal templates
- Email campaigns
- Marketing collateral
- White papers & case studies
- FAQ documents

OPERATIONS TOOLKIT

- Dedicated partner portal
- Online project scheduling
- Pickup requests
- Shipment tracking
- Asset tracking
- Chain of custody reports
- Real-time project dashboard

CUSTOMER DOCUMENTATION

- Asset inventory & serial report
- Certificates of data destruction
- Certificates of recycling
- Environmental reports
- Disposition report
- Financial recovery report
- Executive summary, ready to forward under your brand

White-Label & Revenue

The program lets you present ITAD as part of your own managed services portfolio, the customer experiences one trusted provider while MemKing operates behind the scenes. All customer-facing materials and reports can carry your branding.

Revenue streams: project management fees · logistics coordination · hardware refresh services · deployment and installation · data migration · managed ITAD services · asset remarketing revenue share · annual lifecycle consulting · compliance reporting services. Rather than earning revenue only when

selling new hardware, you also earn income from retiring the old.

No investment required: no warehouse, no shredders, no recycling facilities, no certified destruction technicians, no resale channels, no downstream recycler management, no environmental regulation expertise. One partnership provides the complete capability.

Frequently Asked Questions

How long does a typical ITAD project take?

Most projects run two to four weeks from pickup to final reporting, depending on volume and location.

Who owns the customer relationship?

The MSP does, from the initial quote through delivery of the final reports. MemKing works behind the scenes.

How is equipment shipped?

MemKing arranges secure, insured transportation, from a single pallet to a full data center decommission.

How is chain of custody maintained?

Every device is logged at pickup, tracked in transit, and reconciled against the original inventory at our facility.

What if a hard drive can't be erased?

It's physically destroyed, and that destruction is recorded on the certificate.

How is residual value calculated?

Equipment is graded, tested, and priced against current resale market data; recovered value is shared under the partnership agreement.

Can the program be white-labeled? Can we use our own logo?

Yes, on proposals, the partner portal, and every report the customer receives.

How quickly are quotes returned?

Within one business day for most projects.

How do we get paid?

Project management fees, revenue share on resold equipment, and ongoing service fees built into the partnership agreement.

Becoming a Partner

1. Schedule a conversation, tell us about your customer base and how you currently handle end-of-life equipment.
2. Sign the partner agreement, straightforward terms covering pricing, revenue share, and branding.
3. Get set up, access the partner portal, sales toolkit, and a dedicated relationship manager.
4. Run your first project, we walk through the process together on your first customer engagement.
5. Scale, add ITAD to every hardware refresh conversation going forward.

Ready to add ITAD to your managed services portfolio?

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