ARROW

| Data Center | Internet of Things | Sustainability | Mobility | Security |

Sustainable Technology Solutions

V | **Five Years** Out

Manage the Full Technology Lifecycle

New thinking. New materials. New standards. New everything. But what happens once it all becomes obsolete?

That's when you turn another page. Even long after the technology's story is closed.

Finding value hidden deep within your innovations of yesterday. Turning efficiency into opportunity while securely protecting your data. Simplifying the complex. Reducing and reusing.

When you're ready to uncover the value you never knew existed, then you're ready to work with us.

With Arrow's Sustainable Technology Solutions, it's often not the end of a product's life—but the beginning of a different one.

Norway

The Netherlands

Sweden

United Kingdom

Boston, MA, USA

Hartford, CT, USA

Reno, NV, USA

Dallas, TX, USA

Atlanta, GA, USA

France

Belgium

Singapore

Columbus, OH, USA

Germany

Czech Republic

Protect Your Brand

Your brand's reputation is your most valuable asset as a company. When it comes to your technology, every device and piece of equipment contains data that could be compromised, leading to costly monetary fines and damage to brand equity. Plus, once an asset is removed from your network, it presents a different kind of data security risk. As a Fortune 120 company, Arrow understands the value of your reputation, which is why Arrow's technology lifecycle management services offer the highest security standards available.

MANAGE YOUR RISK

You face many risks in today's market—data breaches, environmentally irresponsible disposition, and changing regulations are among them. As a global leader in technology lifecycle management, Arrow knows these risks and invests in the global processes, systems and compliance protocols required to deliver sustainable solutions you can trust. Arrow's world-class global compliance program makes it possible to:

> Certify chain of custody from receipt through disposition

> Comply with myriad regulations on a global basis

> Provide brand protection worldwide

> Ensure consistent quality and service level delivery

> Streamline costs and minimize risk of downtime

> Demonstrate a process for continuous assessment and improvement

> Protect the health and safety of everyone that touches your equipment

ENSURE DATA SECURITY

In your business, you seek consistency, transparency, and confidence. As a leader charged with finding reliable vendors, you seek global partners who understand the complexity of your global operations. Arrow is a trusted partner to more than 50% of the Fortune 100 and other top corporations and OEMs. To meet our customers' needs, Arrow's Sustainable Technology Solutions implements comprehensive security measures designed to protect your data and assets. Our uniform standards and quality controls ensure our clients have a single-source option that delivers consistent levels of service and security around the world.

Arrow operates from a single global standard, and across the largest global footprint in the industry, enabling a unified approach to every customer, every asset.

Maximize ROI on Your Technology Assets

Uncover hidden value at the end of life for your technology assets. To maximize your ROI, you can redeploy or remarket your assets to achieve a more efficient use of capital and lower your investment risk. Arrow helps you achieve these objectives by taking a "reuse first" approach, which gives the best return on the energy and materials embedded in the assets we process.

KNOW YOUR OPTIONS

Getting the most for your assets means first understanding what is in your inventory and then establishing their value. Through a comprehensive, multi-point process, Arrow's team of experts performs a detailed triage on your technology equipment and devices. This process of inspection, testing and analysis determines whether each asset can be repaired, refurbished and moved back into the lifecycle through resale or donation, or if it must be dismantled and recycled.

ESTABLISH YOUR ASSETS' REMARKETING VALUE

Knowledge is power when it comes to leveraging the value of your retired IT assets for future IT investments. Using propriety software and Big Data analysis, Arrow's in-house global commodity experts can help you determine the market value of your assets. Arrow's global remarketing network can then ensure you're getting the maximum value.

FIND NEW FUNDING STREAMS FOR FUTURE INVESTMENTS

Reduce your spend on vendor management costs.
For each vendor involved in your enterprise technology lifecycle, you pay vendor fees as well as fees in the form of headcount needed to coordinate those vendors. Arrow brings a single-source solution to manage your full technology lifecycle, allowing you to refocus your financial and human resources on your business priorities. In addition, Arrow's team can help you navigate the requirements of user organizations, the demands of proper disposition, and ever-changing certifications, regulations and compliance laws.

Transform your technology into a strategic business driver. If you could more accurately forecast your enterprise technology spend, you could better identify ways to fund your strategic business priorities. Arrow's Device-as-a-Service (DaaS) offering is a comprehensive power-on to power-off asset lifecycle program that helps improve your forecasting by offering a flat monthly subscription fee that you can count on.

Minimize your capital outlay for enterprise devices.
Financing your enterprise asset needs can mean a large upfront capital outlay and holding on to rapidly depreciating assets. Through Arrow Capital Services, you have access to flexible financing options, including subscription-based services for asset lifecycle management.

Improve Your Commitment to a Sustainable Technology Lifecycle

Find meaningful new life for your retired technology assets. At Arrow, we believe a sustainable product lifecycle begins with design. Before your device is powered on, our team of sustainability experts works with you to transform your concept into a solution that's sustainable across the full technology lifecycle.

When your technology reaches its end of life, you want to ensure you're doing the right thing for your company and the environment. Arrow's universal approach to environmental compliance on a global scale exceeds the requirements of any single, existing industry standard. Arrow's global compliance policy includes stringent controls for:

> Maximum reuse of electronics

> No placement in landfill or incineration of hazardous material

> No unlawful export of e-waste

> Prohibition of child or forced prison labor anywhere in the supply chain

> Compliance with ISO 9001, ISO 14001, ISO 27001, OHSAS 18001, R2, and ADISA

> Compliance with all regional and local requirements in addition to global compliance, including the WEEE Directive in Europe

> Sustainability, corporate social responsibility, and compliance reporting support for common assets processed by Arrow

What you do with that end-of-life technology is up to you. Depending on an asset's condition, you can have it refurbished and redeployed in your organization, you can remarket it to find fiscal value for future IT investments, or you can donate it. Arrow supports a variety of charitable donation programs designed to bridge the digital divide by repurposing and distributing used computer equipment to those in need. Examples include a 10-plus year relationship with NGO Close The Gap in Europe and multiple programs in North America and Europe, directing used equipment to qualifying students, veterans, and low income families.

In 2016, Arrow processed more than 7 million devices, kept nearly 60,000 tons of electronics out of landfill, found a new life for more than 2.75 million devices and returned more than 130.5 million pounds of materials to the manufacturing stream.

Find the Right Solution(s) for Your Organization

A review of your IT vendor portfolio reveals you have many vendors providing unique services. By reducing the number of vendors involved in your technology lifecycle, you have the opportunity to save on coordination costs as well as achieve operational efficiency in your IT organization. Arrow offers a variety of services to help you take care of the details while refocusing your budget and headcount on priority business initiatives.

IT ASSET DISPOSITION

Effectively manage the maze of local compliance and regulations associated with technology disposition. Rely on our global expertise to help standardize data security and disposition processes everywhere you operate. From secure logistics and transportation to comprehensive reporting tools, our IT asset disposition (ITAD) solutions cover all of your enterprise technology types. For extra levels of defense, our custom ITAD options include enhanced chain of custody and on-site data sanitization services.

DEVICE-AS-A-SERVICE (DaaS)

Flexibility matters when it comes to selecting enterprise technology. As stakeholder requirements and business needs change, your team needs to be ready to respond quickly. From optimized procurement through intelligent retirement with asset redeployment and disposition services, Arrow's Device-as-a-Service offering enables organizations to strategically and flexibly manage technology assets throughout the device lifecycle.

DATA CENTER DECOMMISSIONING

Achieve compliance, mitigate risk, reduce waste, and recover value on your retired networking equipment — all without disruption to your business with our data center asset management and disposition services.

MANAGED SERVICES

Lower cost and enhance service delivery. Arrow's managed deployment and other IT asset management services help you manage all the details of new technology installation, including receipt of new hardware, software deployment, and data migration, leaving you free to focus on your core business.

REVERSE SUPPLY CHAIN

Reduce complexity and find untapped value. Through decades of proven expertise and integrity, we have built customized reverse logistics programs to address the unique challenges of service spares inventory and product returns management.

REFURBISHED ENTERPRISE EQUIPMENT

You seek simplicity and speed. When "new" is not an option, refurbished solutions are the best alternative for spares, backups or cost-sensitive technology. Our team specializes in refurbished enterprise equipment, including IBM certified pre-owned equipment, Hewlett Packard (HP), Cisco, NetApp, VMware, and many other certified systems along with non-certified enterprise server equipment.

Increase Your Efficiency with the Right Partner

One size does not fit all when it comes to your business. Services appropriate for one type of company may not be a perfect fit for yours. This is why Arrow takes the time to understand your business and specific challenges and then develops tailored solutions to meet your unique requirements.

ENTERPRISE ORGANIZATIONS

Global, centralized solutions are critical for many of today's large, risk-conscious organizations. Count on us to ensure your company data is secure, reporting needs are met, remarketing returns are maximized, and your equipment is handled in compliance with all applicable regulations.

OEMS & RETAILERS

Manage the complex needs related to product returns, trade-in programs, warranty returns and more. We understand that these reverse streams are large and diverse, and we offer the size, scale, depth of process, and refurbishment / remarketing capabilities required to handle them.

LEASING COMPANIES

Increase your operational efficiency. Let our end-of-lease services help simplify the entire process and alleviate complex return issues, strengthen client relationships, and help increase profits.

VARS & SYSTEMS INTEGRATORS

Expand your business with the opportunity to offer a more complete solution for your customers' IT equipment needs, from IT asset disposition solutions to refurbished enterprise equipment sales. Additionally, we provide the program design, execution and support, so our partners are free to focus on their core service offerings.

SMALL & MEDIUM BUSINESS

You need access to world-class IT lifecycle management services to keep your business growing. We take the protection of your brand reputation and our shared environment seriously. With Arrow, organizations of all sizes have access to high-quality asset management recovery and responsible recycling services from a partner they can trust.

Devices serviced:

> Computing

> Mobility

> Server and storage

> Peripherals and accessories

> Service parts

> Monitors

> Networking hardware

Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn't quite exist yet—the world of Five Years Out.

Five Years Out is the tangible future. And the people who live and work there know that new technologies, new materials, new ideas and new electronics will make life not only different, but better. Not just cheaper, but smarter. Not just easier, but more inspired.

Five Years Out is an exciting place to be. So exciting that, once you've been there, it's hard to get excited about the present. Because we know what's coming is going to be so much better.

Five Years Out is a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Creating the future of everything from cars to coffeemakers.

Are you one of them? Then you're probably working with us.

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