



**encore**

ELECTRONIC LIFE-CYCLE MANAGEMENT

CLIENT CASE STUDY

U.S. Telecommunications Provider

# Driving Incremental Revenue Through Advanced Device Harvesting

## OVERVIEW

A leading U.S. telecommunications provider partnered with Encore Repair Services to unlock hidden value within its device returns program.

Large volumes of newer-generation devices were classified as non-repairable and routed to scrap—despite containing significant recoverable value.

The objective: **recover more, eliminate unnecessary scrap, and turn loss into revenue—without increasing inbound volume.**



## THE OPPORTUNITY

Most programs accept high scrap rates as unavoidable. This program was no different.

- **75% of devices were considered disposable**
- **16,000 devices per month** flowing through the program
- **Thousands of units scrapped** despite viable components

***At scale, this wasn't just inefficiency—it was a consistent financial drain.***

## THE ENCORE APPROACH

Encore deployed a **proprietary harvesting and recovery methodology** designed to extract maximum value from every device—far beyond traditional refurbishment:

- **100% harvesting utilization** eliminating direct-to-recycle disposition
- **Advanced board-level recovery** targeting the highest-value components
- **Structured reassembly workflow** (FAI → teardown → board clearing → rebuild → retest)
- **Proprietary clearing processes** significantly outperforming standard jig-based methods
- **In-house tooling and process innovation** enabling consistent, scalable execution

***This is not traditional repair. It's engineered asset recovery.***

## HOW IT WORKS



## RESULTS & FINANCIAL IMPACT

<b>75%</b>	<b>Previously “disposable” devices successfully recovered</b> Devices once flagged non-repairable, restored to value
<b>0</b>	<b>Devices sent to recycling through full harvesting utilization</b> End-to-end harvest disposition
<b>~4x</b>	<b>Board recovery increased (from ~3,200 to ~12,000 units/month)</b> Same intake volume, four times the boards recovered
<b>75%</b>	<b>Success rate through reassembly alone</b> Without further recovery passes
<b>81%</b>	<b>Total functional recovery rate across all processes</b> Compounding effect of harvest + reassembly + recovery
<b>↑</b>	<b>Significant increase in sellable inventory from previously scrapped assets</b> Inventory expansion without acquisition cost

## REVENUE TRANSFORMATION

The program shifted from a **loss-driven model to a consistent revenue-generating operation**—unlocking value from devices previously written off entirely.

## BOTTOM LINE

Encore **transformed scrap into revenue—without increasing volume.**

This level of recovery is **not typical in the industry**. It's the result of a **proprietary, purpose-built approach** that positions Encore as a leader in advanced device harvesting and value recovery.

### EXECUTIVE TAKEAWAY

**Most programs write off too much, too early. Encore doesn't.**

By capturing value at the component and board level, even “end-of-life” devices become revenue opportunities. At scale, these gains translate into millions in recovered value—and a fundamentally stronger returns program.