

# FAQs for ITADs: Blanco Data Erasure Solutions

Updated 2026 | For ITAD Partners, Resellers & Processors

The measure of ITAD success has changed.

It used to be: 'Do we comply?' Today it is: 'What does it cost us to process each device and what are we recovering per device?' These are now the two numbers that define ITAD profitability. Licence cost is one line item in the first. It barely registers in the second. This document addresses what we hear most from ITAD partners in 2026 — on cost-to-process, value recovery, compliance depth, and platform capability.

## 1. Cost to Process is the Key Measure of ITAD Business Success

**Q** Why is cost-to-process more important than licence cost?

**A** Licence cost typically represents a small percentage of total processing cost. But that licence is the single variable with the greatest influence over the largest component of that cost — labour. Every automated step removes a manual touch. Every intelligent routing decision removes a misrouted device. Every documented erasure removes a rework cycle. The licence doesn't just sit alongside your operating cost, it actively determines how much of it you carry. The question was never what the software costs. It's what proportion of your total cost per device is the licence controlling and what is it costing you when it isn't.

**Q** What does Blanco's workflow automation software actually do to cost-to-process?

**A** Blanco's single-pass workflow, diagnostics, erasure, grading, reimaging and certification in one uninterrupted sequence reduces active touch time to one handling per device. Removing the manual reporting, exporting and rerouting steps that exist in multi-tool environments cuts entire processing cost. At any meaningful volume, that's the difference between a profitable operation and one that's subsidising its own inefficiency.

**Q** What is 'active touch time' and why does it dominate processing cost?

**A** Active touch time is the number of times a device is physically handled during its processing journey. Each additional touch adds direct labour cost and introduces error risk. Blanco captures hardware data, erases, diagnoses,

grades, reimages and certifies in a single pass. Competitors that require separate erasure, diagnostics and reimagining tools, each with their own workflow, their own reports, and their own error rate, multiply touch time and multiply cost. Reducing touches from four or five to one is not a marginal improvement. It's a structural cost advantage.

**Q How does value recovery connect to processing efficiency in IT asset management workflows?**

**A** Every day a device sits unprocessed, its resale value declines, typically 2–3% per month for laptops and faster for mobile. Speed of processing directly determines grade mix: the same device processed in two days versus two weeks arrives at resale in a different grade category. Blanco's workflow automation software — particularly IBR (Intelligent Business Routing), automated diagnostics and grading and Asset Reimaging — compresses the time from intake to resale-ready, improves grade accuracy, and directs every device to its highest-value outcome automatically. Processors using the full Blanco platform consistently recover more per device, not because the market is different, but because the process is faster and smarter.

**Q What is IBR and how does it increase revenue per device?**

**A** Intelligent Business Routing automatically evaluates every processed device against condition data, market value and customer requirements, then routes it to the outcome that maximises return: resale, repurpose or recycle. Without IBR, routing decisions are made manually or by default, and devices regularly end up in lower-value channels they didn't belong in. No competitor currently offers an equivalent capability.

## 2. Compliance Certifications & Standards

**Q What's changed with NIST 800-88 Rev.2 and IEEE 2883-2022, and does Blanco support them?**

**A** NIST 800-88 Rev.2 modernises the framework for current storage infrastructure — NVMe, flash, cloud and mobile, and places stronger emphasis on sanitisation validation and certified documentation. IEEE 2883-2022 is now explicitly referenced as the storage-device sanitisation standard. Blanco aligns with both, and our certificates are designed to meet the updated documentation and audit trail requirements. Competitors who haven't updated their compliance posture since Rev.1 are already behind.

**Q How many certifications & standards does Blanco hold or support, and why does that matter for my enterprise customers?**

**A** Blanco has been tested, certified, approved and recommended by 15+ governing bodies and leading organisations worldwide — including Common Criteria (used in government and defence procurement), ADISA, NIST 800-88, IEEE 2883-2022, ISO 27001 and DoD 5220.22-M. No other data erasure vendor holds this breadth of certification. When your enterprise customer's procurement team asks for proof of compliance, Blanco gives you an answer for every jurisdiction and regulatory framework they operate in.

**Q What is the 'harvest now, decrypt later' threat, and how does Blanco address it?**

**A** Nation-state actors are collecting encrypted data today, storing it, and waiting for quantum computing to break the encryption in the future. NIST's finalisation of Post-Quantum Cryptography standards (FIPS 203-205) in 2024 confirms this is now policy, not theory. Encryption alone is no longer a sufficient defence for retired hardware. Certified erasure — with a court-admissible audit trail — is the only guaranteed protection. Blanco's position is simple: erase by default, retain only when justified.

**Q What happens when an erasure fails — is it documented?**

**A** Every erasure failure is logged, documented and reported in the Blanco audit trail with full details of what occurred and on which device. This is not optional — it is fundamental to a defensible compliance posture. An erasure tool that doesn't charge for failed wipes but also doesn't clearly document them in the audit trail creates a compliance gap, not a saving. Your enterprise customers and their auditors will ask about failed erasures. Blanco gives you a complete, certified answer.

### 3. Platform Depth & New Capabilities

**Q What's new in the Blancco platform in the last 12 months?**

**A** 2025/26 has been one of Blancco's most active development years. Key releases include:

- ▶ Autopilot Detection & Touchless Recheck — automatically identifies Microsoft Autopilot-enrolled devices during erasure and re-verifies enrolment status after customer unenrolment, without touching the device again
- ▶ Asset Reimaging — erase, reimage and certify in a single workflow with no handoffs and no loss of auditability
- ▶ Cambrionix Integration — 16 Macs erased simultaneously in under 20 minutes from a single workstation
- ▶ WinErasure & WinBuilder — certified erasure for Windows endpoints, deployable via ISO, WIM or bootable USB
- ▶ Blancco Windows Mobile — trusted mobile diagnostics software and erasure for retail trade-in and emerging processor environments (launching July 2026)
- ▶ Extended mobile coverage — Apple Watch, AirPods, Google Wear, advanced grading panel and Fake AirPods detection
- ▶ Management Portal enhancements — BMP Workflows with Callback URL, Offline Workflow sync, IPV6 support, new APIs

**Q How does Blancco address the Apple Mac processing challenge at volume?**

**A** The Cambrionix and Blancco integration is the market benchmark for Apple Mac processing at volume. Cambrionix's industrial-grade USB hubs provide simultaneous physical connectivity to up to 16 devices; Blancco handles DFU, erasure, diagnostics, reimaging, lock detection and reporting in one certified pass. The result: 16 Macs erased simultaneously in under 20 minutes from a single workstation, with a certified audit trail generated for every device automatically.

**Q What new device categories should ITADs be preparing for?**

**A** The ITAD opportunity is expanding beyond PCs and phones. Network equipment, loose drives from data centres, NVMe arrays, Apple Watches, AirPods, Google Wear devices and server infrastructure are all entering ITAD pipelines at increasing volume. Blancco already supports erasure and diagnostics across this expanded device set. Competitors whose products cover only PC and Mac erasure are not positioned for this growth.

### 4. Partnership & Support

**Q What does the Blancco partner relationship actually look like?**

**A** You are a partner, not a customer. Blancco works with ITADs individually to tailor solutions, support sales initiatives and build the tools needed to serve your customers. This includes access to the Blancco Beyond the Booth event intel series, ITAD microsite, Knowledge Base, quarterly ITAD newsletters, webinars, professional services for implementation, and two-way communication (extended asset management integration) for seamless WMS/ERP/AMS workflow automation.

**Q How does Blancco's global presence benefit my operation?**

**A** Blancco supports ITAD partners across all major global markets in their native language — across product UIs, user guides and support tickets. Our global presence means that by the time a new device category reaches your dock, Blancco is already familiar with it. APAC partners with shorter refresh cycles benefit particularly from this — new device support is built before the volume arrives.

**Q What support options are available?**

**A** Blancco offers tiered support options including 24/7 global support, remote support for specific issues, a comprehensive online Support Portal, professional services for training and implementation, and the Knowledge Base portal with up-to-date software documentation, release notes and FAQs. The level of support is configurable to your operation's needs.

### 5. Key Benefits at a Glance

**What Blancco delivers for ITAD operations:**

Process & Throughput	Value & Compliance
<ul style="list-style-type: none"> <li>▶ Single-pass workflow: erase, diagnose, grade, reimage, certify</li> <li>▶ Autopilot detection &amp; touchless recheck</li> <li>▶ 16 Macs simultaneously via Cambrionix integration</li> <li>▶ Scalable to thousands of devices simultaneously</li> <li>▶ API integration with WMS, ERP and AMS systems</li> </ul>	<ul style="list-style-type: none"> <li>▶ IBR routes every device to maximum resale value</li> <li>▶ 15+ global certifications including Common Criteria</li> <li>▶ NIST 800-88 Rev.2 &amp; IEEE 2883-2022 aligned</li> <li>▶ Tamper-proof Certificate of Erasure every device, every time</li> <li>▶ 20+ years purpose-built for ITAD operations</li> </ul>

## 6. What Should You Demand From Your Erasure Platform?

The right platform doesn't just erase data — it drives certified compliance, operational efficiency and value recovery across every device, every workflow, every site. Here's what best-in-class looks like.

### Certification & Compliance

- ✓ **Is every certificate of erasure signed, tamper-proof and device-specific?**  
Audit trails that hold up under regulatory scrutiny — not just a PDF report.
- ✓ **Is the platform certified by 15+ global government and regulatory bodies — including Common Criteria and NATO? [Blanco only]**  
Not all certifications are equal. Common Criteria, ANSSI, NATO, ADISA — global scope, independently verified.
- ✓ **Does it support NIST 800-88 Rev.2 and IEEE 2883-2022?**  
The current gold standard for data sanitisation — not legacy standards.

### Device & Asset Coverage

- ✓ **Does it erase ALL asset types — HDDs, SSDs, NVMe, servers, LUNs, mobile, wearables — in one platform?**  
Fragmented tools mean fragmented compliance. One platform should cover the full estate.
- ✓ **Does it use a patented, proven method to erase SSDs and NVMe drives? [Blanco only]**  
SSD and NVMe erasure is technically complex. Patent-backed methodology is the difference between verified erasure and assumed erasure.
- ✓ **Does it cover iOS, Android, Apple Watch, AirPods and wearables with full mobile diagnostics?**  
The device mix is changing. Your platform should already be ahead of it.

### Operational Efficiency & Value Recovery

- ✓ **Can it erase, diagnose, grade, reimage and detect Autopilot status in a single certified pass? [Blanco only]**  
Every additional step adds labour cost and processing time. A single-pass workflow is the structural difference between a profitable operation and one subsidising its own inefficiency.
- ✓ **Does it automatically route every device to its highest-value outcome? [Blanco only]**  
Intelligent Business Routing (IBR) — every misrouted device is margin left on the table.
- ✓ **Can it simultaneously process multiple Mac devices for high-volume Apple Mac operations? [Blanco only]**  
As Apple Mac volumes grow in enterprise and ITAD pipelines, parallel processing capability is no longer optional.
- ✓ **Does it integrate with your WMS, ERP and AMS via vendor-agnostic API?**  
Data that stays inside the erasure platform has no operational value. Integration is table stakes.
- ✓ **Does it include asset reimaging — OS reinstall — integrated within the certified erasure workflow? [Blanco only]**  
Reimaging as a separate step adds cost and breaks the audit chain. It should be part of the same certified pass.

### Support & Longevity

- ✓ **Is there 24/7 global support in local languages across all regions?**  
Erasure operations don't stop at 5pm. Neither should your support.
- ✓ **Has the vendor been purpose-built exclusively for ITAD and device processing for 20+ years?**  
Erasure isn't a feature. It's a specialism. Depth of focus matters when compliance is on the line.

**Blanco answers yes to every question above.**

**The only workflow management platform purpose-built for the full ITAD lifecycle — certified, intelligent, connected. Talk to your Blanco partner manager about a platform demonstration, or visit [blancco.com/itad](https://blancco.com/itad) to explore resources, case studies and the full product suite.**