blancco

2026 STATE OF IT ASSET VALUE RECOVERY

ITAD View: The Obstacles to Value & Efficiency

IT asset disposition providers want to deliver more value to their clients. Coleman Parkes surveyed 165 ITAD decision makers for Blancco in 2026. Most are fairly satisfied with their service delivery, but only 35% are very satisfied. Here is what holds them back, and what they say would help.

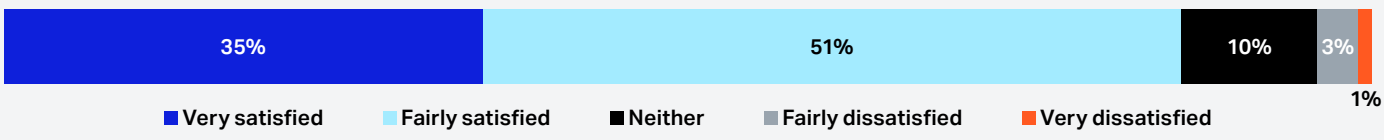
1 Most ITADs Are Fairly Satisfied, But 65% Are Below The Top Rating

While 35% of ITADs are very satisfied with how they deliver disposition services, two thirds of the sector apparently see room for improvement.

65% rate satisfaction below "very satisfied"

35% are very satisfied with how they deliver ITAD services

4% are dissatisfied



Q Overall, how satisfied or dissatisfied are you with your organization's current approach to delivering IT asset disposition services?

2 Disconnected Systems Rank Alongside Sustainability As Top Obstacles

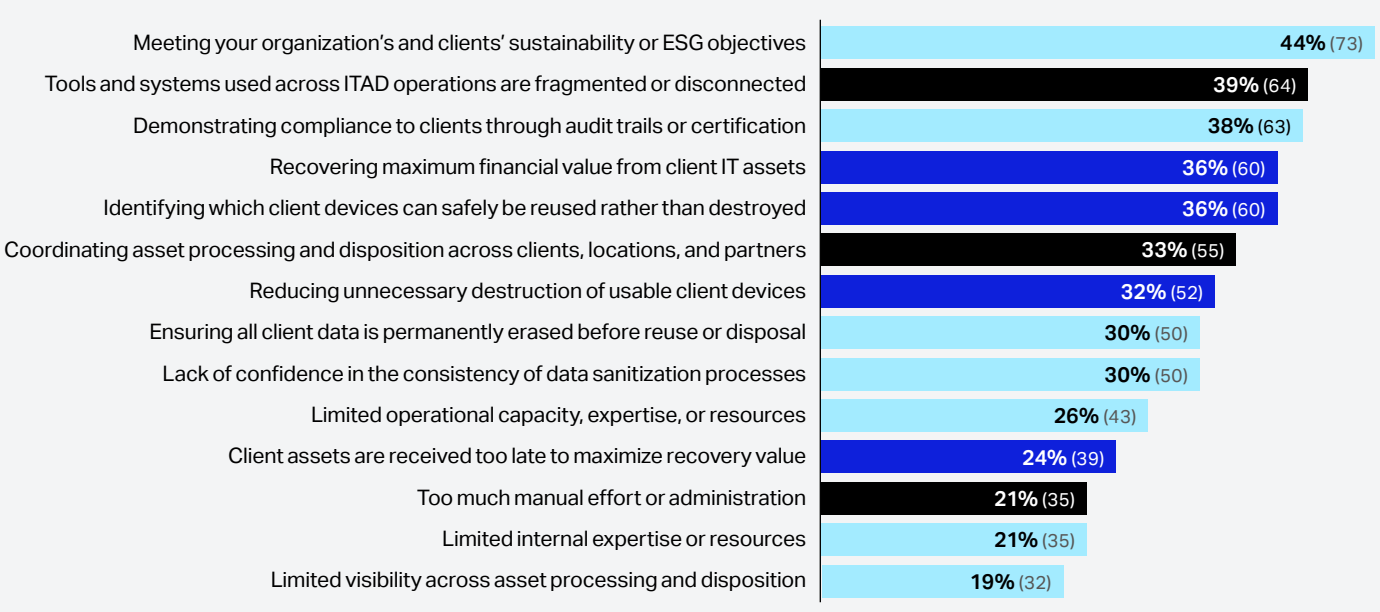
Respondents ranked their five biggest barriers to ITAD service delivery. Meeting their own and their clients' sustainability or ESG objectives leads at 44% (73). Fragmented or disconnected tools and systems come second at 39% (64), and 33% (55) cite coordinating across clients, locations, and partners.

39% name fragmented or disconnected tools and systems as a challenge

33% name coordinating across clients, locations, and partners

36% name recovering maximum financial value from client assets

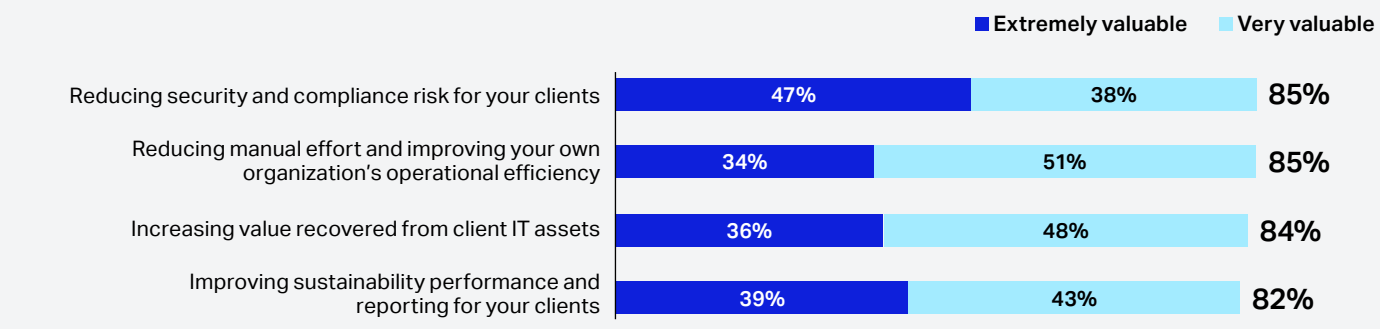
36% name identifying which client devices can safely be reused



Q Which of the following challenges are currently the biggest barriers to improving how your organization delivers IT asset disposition services? Respondents ranked their top five; each bar shows the share placing the barrier in their top five.

3 Risk, Effort, Value & Sustainability All Rank Highly

What do ITAD leaders rate most highly in terms of recovering more asset value? The results were fairly even, but they give a clear answer that data security is non-negotiable.



Q If a software solution could improve each of the following areas/for your clients, how valuable would that be to your organization?

4 Interest Is Strong, With A Gap Between Own & Client Relevance

Respondents were asked to rate the idea of using AI-driven processes to support asset disposition decisions, including grading, value assessment, and reduced data risk.

87% find the described solution extremely or very appealing

76% rate the grading benefit relevant to their own organization

66% rate it relevant to their clients

78 / 79% rate it valuable for their own organization / for their clients

Q Having read this description, how appealing or unappealing do you find this solution?

Q How relevant is this benefit to the needs of your organization/ and your clients? Benefit shown: AI-powered asset grading and value optimization

Q Overall, how valuable do you believe this benefit of the solution would be for your organization / and your clients?

ABOUT THE RESEARCH

Coleman Parkes surveyed 825 senior decision makers for Blancco between July and September 2026: 660 at enterprises and 165 at ITADs, across nine markets (the U.S., Japan, the UK, France, Germany, Singapore, Australia, India, and Canada). ITAD fieldwork ran from 2 to 22 September 2026. Blancco commissioned the research. Appeal, relevance, and value figures are reactions to a described concept. Respondent counts are calculated from reported percentages and rounded.

Take your IT asset disposition to the next level with Blancco

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