

Technology | Germany

# Supporting sustainability and efficiency in IT

T-Systems International GmbH

T-Systems leveraged Lenovo Asset Recovery Services to decommission and recycle 1,500 devices across 14 countries for a large global customer, ensuring secure data management and a seamless process while supporting important sustainability goals.



# 1

## Customer background

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# Who is T-Systems?

T-Systems International GmbH is a leading international IT services provider, headquartered in Frankfurt, Germany. With over 26,000 employees across 26 countries, the company generates annual revenues of approximately €4 billion. Part of Deutsche Telekom Group, T-Systems delivers comprehensive digital transformation services to multinational clients. Specializing in cloud computing, IT infrastructure, and managed services, T-Systems focuses on sustainable operations and IT innovation across Europe and beyond.



## 2 The challenge

T-Systems has an ambitious environmental, social, and governance (ESG) strategy. For example, the company is committed to climate-neutral operations and continuously works to enable ever higher circularity in its products and services.

When T-Systems needed to decommission approximately 1,500 legacy devices across 14 countries for a large global customer, it looked for a partner to help it complete the project cost-effectively and sustainability, within the framework of its ESG objectives.

## 2 The challenge

The global nature of the customer project required a partner capable of operating across borders.

Heike Riedinger, Senior Partner Management Infrastructure at T-Systems, explains: “The devices that we provided as a full-service solution to our customer were owned by a number of different T-Systems legal entities across multiple countries. For accounting purposes, we needed to make sure each of those entities would be invoiced individually by a partner, based on the number of devices to be recycled.”



**“We were looking for a reliable partner that could process a large number of devices securely and sustainably across international borders. It was a complex project that required optimized logistics and effective data management as well as local accounting expertise.”**

**Heike Riedinger**

Senior Partner Management  
Infrastructure, T-Systems International  
GmbH

# 3 The solution

## Seamless global asset recovery with Lenovo

T-Systems selected Lenovo Asset Recovery Services for this comprehensive international project as Lenovo offered all the necessary asset management capabilities, including global coverage and local invoice processing for each T-Systems organization.

Building on the strong existing partnership between T-Systems and Lenovo ensured smooth collaboration throughout this project.

### Services

Lenovo Asset Recovery Services

# 3 The solution

With its extensive experience and knowledge across all the relevant markets and geographies, Lenovo could provide clear guidance and support which, combined with regular reports, helped T-Systems stay up to date on the status of the project.

**“Lenovo’s ability to handle the scale and administrative complexity of the project made them the ideal partner. From start to finish, Lenovo established clear lines of communication with our global teams, which contributed to excellent process execution and service delivery.”**

**Meike Lensch**

Landscape Logistics & Support WP/Reselling,  
T-Systems International GmbH

# 4 The results

Through its collaboration with Lenovo Asset Recovery Services, T-Systems has securely and responsibly decommissioned 1,500 IT assets for its customer.

“Working with Lenovo, we recycled all the legacy devices on time and within budget,” says Meike Lensch, Landscape Logistics & Support WP/Reselling at T-Systems. “It was great to see that Lenovo consistently provided accurate value estimates, reducing delays and ensuring the smooth processing of all devices.”

-  1,500 devices recycled across 14 countries
-  Promotes sustainability
-  Fast, responsive communications
-  Longstanding strategic partnership



**“The Lenovo team was flexible, responsive, and committed, addressing challenges quickly—sometimes within a single working day.”**

**Meike Lensch**

Landscape Logistics & Support WP/Reselling,  
T-Systems International GmbH



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**“Working with Lenovo has been a great experience. By teaming up for this project, we combined our unique strengths as part of our strategic partnership to make the project a success. From the first contact to the final meeting, Lenovo planned the asset recovery project meticulously and executed it professionally—and I would be delighted to work with them again.”**

**Meike Lensch**

Landscape Logistics & Support WP/Reselling, T-Systems International GmbH

# Why Lenovo?

T-Systems is a Lenovo 360 Platinum Partner working with solutions from across the Lenovo portfolio. The strong strategic partnership between the two companies is built on mutual trust and respect. This long and successful collaboration gave T-Systems the confidence that Lenovo was the right choice for this asset recovery project, enabling the company to expand its service offering to many new countries including Austria, Belgium, Denmark, France, the Netherlands, Sweden, Poland, Spain, Italy, Norway, the United Kingdom, Turkey, and Singapore.

Looking ahead, the two companies will continue to work together to help other organizations further enhance their sustainability—for example, with innovative solutions such as Lenovo TruScale Device as a Service.

# How can businesses streamline IT asset recovery?

T-Systems leveraged Lenovo Asset Recovery Services to decommission and recycle 1,500 devices across 14 countries for a large global customer.

[Explore Lenovo Sustainability Solutions](#)