ITAD Industry Outlook 2027: Enterprise Market Share Gains Drive Growth as PC Replacement Cycles Lengthen

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Executive summary

Third-quarter earnings from Iron Mountain and Ingram Micro reveal strong growth in asset lifecycle services alongside a slowdown in PC unit demand. The results indicate that service providers are expanding their businesses through greater penetration of existing customers and broader participation in hardware lifecycle management.

Iron Mountain reported a 43% increase in asset lifecycle management revenue, with organic growth accounting for most of the improvement. Ingram Micro recorded 35% growth in its Other services category, supported by its U.S. reverse logistics and repair operations.

The results suggest that competitive positioning and customer acquisition will be important contributors to ITAD service provider growth in 2027. Extended PC replacement cycles present a constraint on equipment availability, while enterprise account expansion and data center decommissioning provide alternative sources of business.

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