



Products

Enabling sustainable digital transformation



At SHI, we are committed to empowering our customers to make informed and sustainable decisions in purchasing and managing IT resources. We offer a range of energy-efficient hardware solutions and provide comprehensive sustainability services, including ITAD, cybersecurity risk management, and server energy efficiency advisory. Our partnerships with manufacturers, distributors, and logistics providers who have robust sustainability programs further enhance our ability to deliver eco-friendly solutions. By integrating these practices, we support our customers in their sustainability journeys, helping them reduce environmental impact and achieve their sustainability goals.



Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation



To ensure sustainable consumption and production patterns

Highlights

240,500

products offered by SHI are covered by ENERGY STAR, Electronic Product Environmental Assessment Tool (EPEAT), or TCO certifications

↑ 1%

increase of weight of devices recycled or remarketed for customers

57%

of suppliers (vendors) by spend have science-based climate targets

Technology for good

Information technology is a powerful enabler of positive social outcomes, transforming the way communities learn, heal, govern, and innovate. Across sectors including education, healthcare, government, and scientific research, technology helps bridge gaps, reduce barriers, and expand access to opportunity, regardless of geography or circumstance.

Education

SHI partners with educational institutions to help them inspire lifelong learners, foster collaboration, and keep their networks secure. Our education experts understand the budget challenges that schools face and provide comprehensive support, including assistance with federal grants and E-Rate funding, to help maximize resources and accelerate educational outcomes. Whether it's developing modern collaborative learning spaces, supporting professional development for teachers, launching STEAM initiatives, or building esports programs, SHI connects schools with the right technology to shape the future of education.

Healthcare

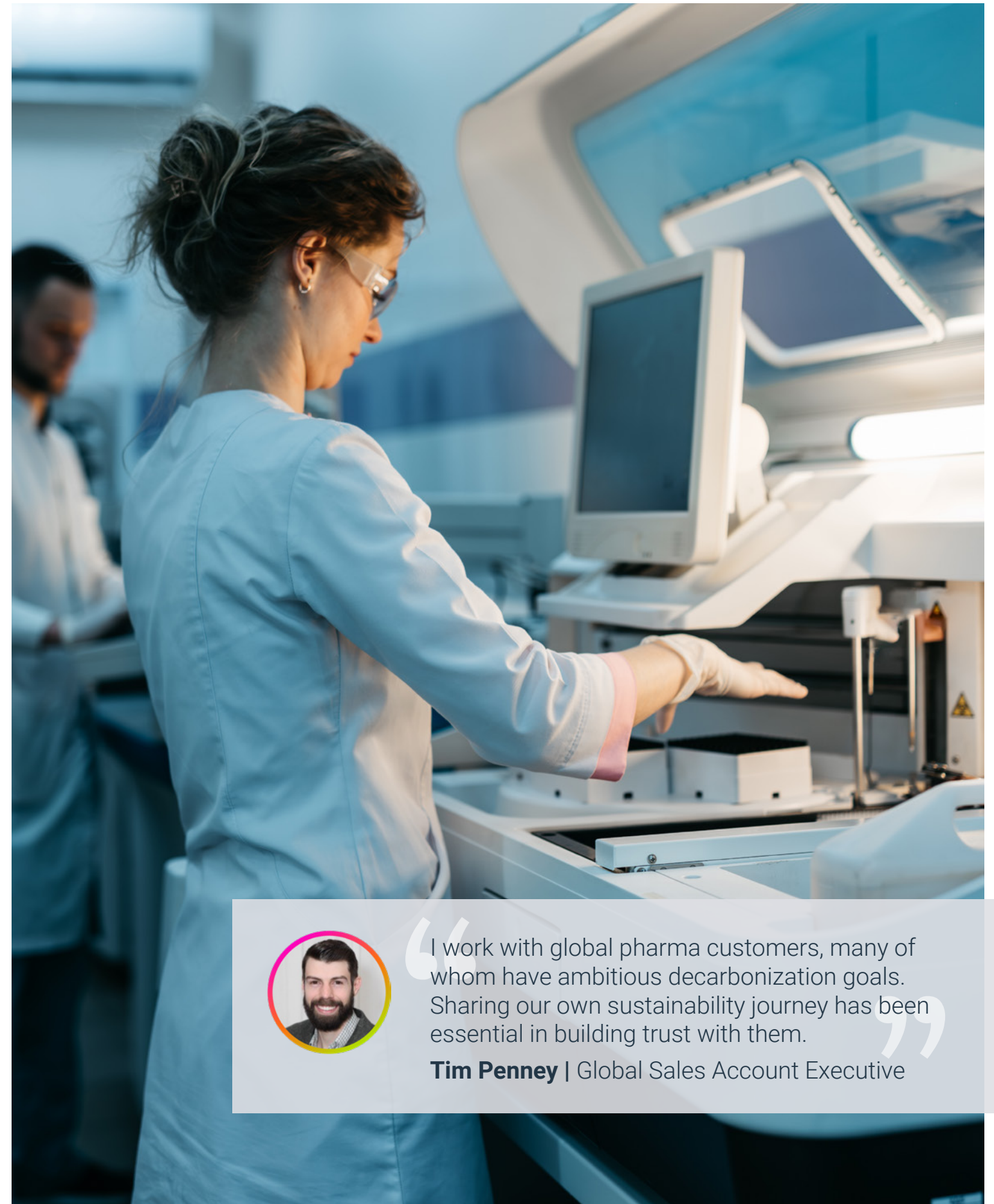
SHI supports healthcare providers with innovative IT solutions that enhance patient care, increase operational efficiency, and strengthen security. Our dedicated healthcare team helps organizations leverage technology to deliver equitable and patient-centered care, improve staff productivity, and navigate complex procurement decisions.

Government

SHI collaborates with government agencies at all levels to modernize digital infrastructure, enhance public services, and improve operational efficiency. By providing secure cloud platforms, advanced networking, and robust cybersecurity solutions, SHI empowers governments to better serve their communities and respond to critical challenges with agility and resilience.

Science and innovation

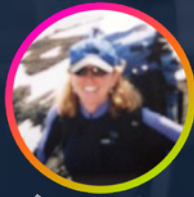
In the fields of science and research, SHI supports discovery and innovation by enabling access to high-performance computing, advanced data analytics, and secure collaboration platforms. These technologies allow researchers to analyze large datasets, model complex systems, and collaborate across borders to address global challenges like climate change, disease prevention, and sustainable development. By delivering the infrastructure that underpins these efforts, SHI contributes to the advancement of knowledge and the creation of long-term societal value.



“I work with global pharma customers, many of whom have ambitious decarbonization goals. Sharing our own sustainability journey has been essential in building trust with them.”

Tim Penney | Global Sales Account Executive

Responsible AI



“SHI’s Smart AI Integrated Solutions drive innovation in smart city initiatives such as those in the Town of Vail and the City of Brownsville, demonstrating how AI can unlock social and environmental benefits.”

Linda Moffat | AI Go to Market Lead

AI offers tremendous potential, but its transformative power makes responsible implementation essential. Unmitigated risks, including data misuse and biased outcomes, can undermine trust and hinder the effective adoption of AI. By embracing responsible AI (RAI) practices, organizations can mitigate these risks and fully realize AI’s benefits.

SHI supports organizations in adopting generative AI responsibly by:

- Delivering solutions with social and environmental benefits.
- Minimizing the carbon footprint of our AI & Cyber Labs.
- Ensuring robust data security.
- Providing sustainable data center and cloud infrastructure.
- Demonstrating responsible internal AI use.

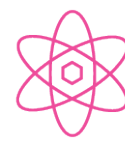


Imagine

We help customers imagine new outcomes made possible with AI and identify high-impact opportunities, from operational efficiency to improved customer experience and new revenue streams.

Our responsible approach

Through AI solutions, SHI helps drive improvements that not only enhance business efficiency but also deliver social and environmental benefits — from digital inclusivity to helping a city manage resources. See ‘AI for good’ examples.



Experiment

We enable secure experimentation in scalable environments designed for rapid prototyping and production rollout — backed by deep expertise in infrastructure, data governance, and enterprise AI.

Our responsible approach

100% of the electricity used for SHI’s AI & Cyber Labs (located within the Data Center Factory at Ridge) is matched with renewable energy. We also implement energy efficiency, water efficiency, and waste management measures on site.

AI & Cyber Labs are supported by SHI’s in-house data center, which helps to ensure protection of customer data.



Adopt

We implement solutions using a phased approach that includes hands-on training and integration with customers’ security, governance, and compliance frameworks.

Our responsible approach

SHI supports customers in the responsible deployment of AI by embedding robust security controls, promoting diversity to mitigate bias, establishing clear governance guidelines, and prioritizing education. Our approach balances automation with human oversight, leverages AI to enhance cybersecurity, ensures transparency, and includes rigorous testing. We also define clear ethical use cases to promote the development and adoption of trustworthy AI.

AI for good

Digital accessibility compliance solution

Together with partners, SHI developed a solution that enables U.S. public sector agencies and their contractors to achieve and maintain digital accessibility compliance through automated AI-driven assessment, remediation, and continuous monitoring. [Read more.](#)

SHI Agentic Smart City Solution

With our partners, SHI launched a smart city solution for Vail, Colorado. It provides a unified framework where agentic AI coordinates multiple systems — from data analysis to resident engagement — across departments. [Read more.](#)

Modern, sustainable data centers

SHI helps customers build, modernize, and relocate data centers using advanced technologies that improve energy efficiency and support sustainability goals.

Our power and cooling portfolio enables customers to reduce energy use and environmental impact through high-efficiency UPS systems, metered and remotely managed PDUs, and environmental monitoring solutions that optimize power distribution, airflow, and cooling performance. Modular and scalable infrastructure allows organizations to right-size capacity over time, reducing material use and avoided emissions.

SHI also supports responsible procurement by offering products with lower embodied carbon, RoHS compliance, and transparent lifecycle CO₂e data, helping customers make ESG-aligned decisions.

Through power audits, site assessments, roadmap development, and vendor-neutral advisory services, SHI partners with organizations to deliver resilient, efficient, and more sustainable data center operations.

Sustainable solutions

Energy-efficient hardware

SHI offers over 240,500 hardware devices that have either ENERGY STAR, EPEAT, or TCO certifications. These environmentally certified devices encompass key product categories such as computers and laptops, multifunction machines and printers, workstations, and peripheral equipment, and represent 10% of our hardware product range. We are committed to supporting customers who wish to prioritize energy-efficient devices in their procurement practices.

SHI partners with a broad range of original equipment manufacturers (OEMs) that have established sustainability programs addressing areas such as carbon emissions reduction, circularity, responsible supply chain management, and social impact. These initiatives contribute to the sustainability profile of the products and solutions offered to our customers. Several of SHI's key OEM partners, including Apple, ASUS, Cisco, Dell, HP, and Lenovo, have publicly communicated science-based climate targets. SHI also participates in OEM-led sustainability learning forums and engages in ongoing dialogue with partners to exchange best practices across a broad range of sustainability topics.

In 2025, SHI continued to provide lifecycle carbon emissions and energy consumption data for the hardware devices we sold to customers, upon request. Our assessment of all hardware sales showed a 28% increase in average lifecycle emissions per device across key categories, compared to 2024. While newer generation devices are typically more energy efficient, this increase reflects a shift in sales toward more energy-intensive devices. Future improvements in energy efficiency will depend on decarbonization actions taken by customers and end users, as a significant portion of total emissions is associated with the use phase of these devices.



Circular economy: Recycling and asset recovery

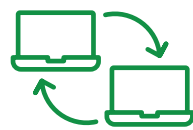
SHI is committed to reducing e-waste and minimizing associated environmental impacts while addressing the IT asset management (ITAM) challenges our customers face. For many organizations, the COVID-19 pandemic led to significant stockpiles of IT equipment. These corporate-owned devices are now approaching the end of their lifecycles. With global economic pressures increasing hardware costs and stagnant IT budgets, efficient asset management has become more crucial than ever.

Rising concerns related to data security, hardware return rates, and increasing expectations around sustainability and carbon footprint reduction continue to add complexity for organizations managing IT assets. Since 2007, SHI has operated an IT asset disposition (ITAD) program, designed to offer flexible asset recovery options tailored to diverse customer needs. Services include onsite collection and destruction aligned with recognized standards, pre-paid shipping options, and certified DoD-level data destruction. Through structured program management and transparent reporting, SHI ensures seamless multi-site asset recovery and data center decommissioning services. By facilitating value recovery through resale, payment, or credit toward replacement equipment, the program helps customers achieve their sustainability goals while maintaining operational efficiency.

SHI's IT asset disposition (ITAD) services



Recycling



Remarketing



Secure logistics



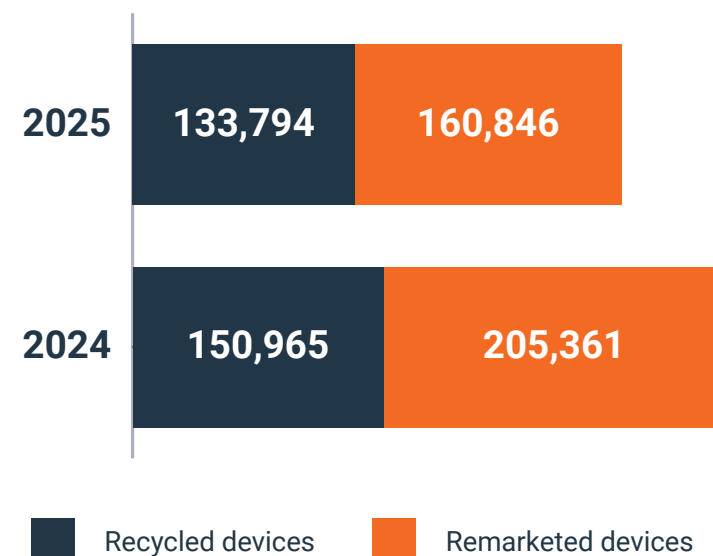
Redeployment



Decommissioning

SHI's ITAD performance

In 2025, SHI successfully processed over 294,000 devices across 32 countries, a 17% decline due to changes in the customer base compared to 2024. However, the total weight of processed devices remained at the same level (1% increase). Our unified device lifecycle management services not only address immediate IT asset challenges but also significantly contribute to a sustainable circular economy.



In addition to SHI's ITAD activities, IT manufacturers offer takeback and reuse programs to encourage recycling and upgrades. Apple, ASUS, Cisco Systems, Dell, HP, Lenovo, LG, and other manufacturers provide credits for old devices, often with extra incentives. SHI helps facilitate our customers' participation in these programs, promoting device recycling and environmentally responsible upgrades.



In 2025, SHI's asset recovery program made big progress toward our sustainability goals by recycling, redeploying, and remarketing IT devices. As part of these efforts, I helped organize a recycling event at our headquarters in New Jersey, providing employees with a secure way to dispose of personal IT equipment and learn more about our asset recovery program. Looking ahead to 2026, we're adding AI-driven insights and smarter refresh strategies to our asset recovery portfolio, which will help us cut down even more on e-waste and offer sustainable tech solutions worldwide.

Ashley Diangelo | Manager, Asset Recovery Services

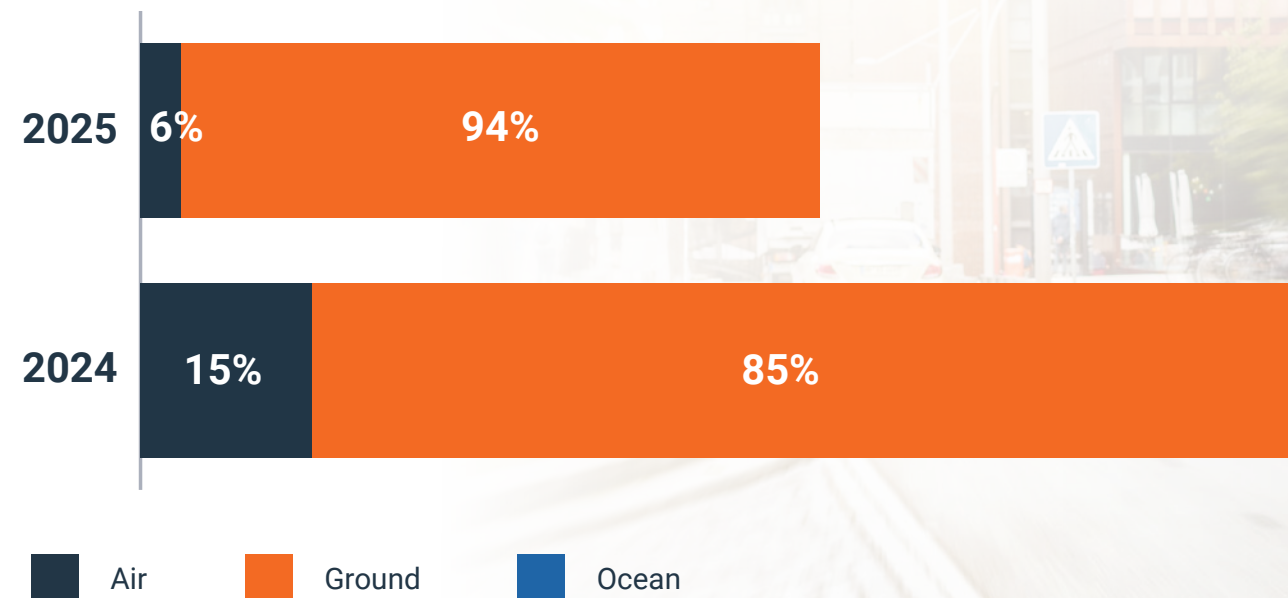
Responsible delivery

SHI delivers physical products to our customers through various channels, including shipping from SHI's warehouses, direct shipping from OEMs to customers, and shipping via distributors on our behalf. When shipping to and from SHI's warehouses, we collaborate directly with logistics companies that are committed to sustainability.

Our distribution and logistics partners are actively working to reduce their carbon footprints and improve sustainability. In 2025, 99.98% of shipments to and from SHI warehouses were managed by logistics providers with climate goals. Of these, 58.2% were handled by companies with science-based targets for reducing emissions. For example, UPS aims to reach carbon neutrality by 2050, while FedEx is targeting 2040. To achieve these goals, our partners are expanding their electric vehicle fleets, optimizing energy use, and adopting right-sized, sustainable packaging.

Many of SHI's direct logistics providers are participants in the U.S. EPA SmartWay program, which enables them to measure, benchmark, and improve their performance in air quality and fuel efficiency metrics related to freight transportation. The SmartWay program plays a crucial role in advancing supply chain sustainability by providing tools and resources for companies to improve transportation efficiency.

GHG emissions by mode of transport*



* Includes shipments to/from SHI warehouses and shipments by OEMs and distributors on behalf of SHI; includes well-to-tank emissions and doesn't include emissions associated with storage.