

# Digital Bridge

## End-to-end delivery of your digital inclusion initiative

Access to technology is often taken for granted. The ubiquity of smartphones and laptops allows most of us to remain connected and engaged with the modern world from anywhere. What about the 13 million people in the UK struggling with digital poverty?



Recent research from LINK highlights that digital exclusion persists as a significant and intractable issue nationwide. Nearly one in four adults identify as digitally excluded in some capacity, with 18-24-year-olds (42%) and over 75s (30%) constituting the majority of people affected.

For older individuals lacking technological access, managing healthcare, such as booking doctors' appointments and ordering repeat prescriptions via the NHS App, or arranging grocery deliveries when mobility is compromised, is a struggle. Connecting with friends and family can often lead to social isolation.

Digital poverty carries broader consequences for younger people by restricting employment prospects due to poor digital literacy. The Department for Education-commissioned annual Consumer Digital Index reveals that approximately 1.9 million adults lack essential workplace digital skills. This is estimated to cost the UK economy £63 billion per year and detrimentally affects our digital competitiveness on a global scale.

Organisations are increasingly donating their old devices to initiatives that provide technology to those in need. This approach helps reduce e-waste

and supports sustainability and CSR policies, but presents its own challenges. Data privacy regulations and limited reporting on device usage hinder organisations' appetite and ability to contribute to digital inclusion programmes and prove the impact of their efforts.

From handling logistics to ADISA-certified forensic data destruction, modernising legacy equipment with ChromeOS Flex and leveraging Google's Chrome Enterprise infrastructure to enable robust reporting capabilities, Getech Digital Bridge offers a comprehensive solution to any private or public sector organisation interested in bridging the digital divide.



### Sources:

[DCMS, UK Digital Strategy, 2022](#)

[Lloyds, UK Consumer Digital Index, 2024](#)

[LINK, Is the UK Really Ready to Go Digital?, 2024](#)

[House of Commons Library, Digital Skills and Careers, 2024](#)

## 1 Collect

We coordinate collection at a convenient time that minimises disruption to your operations and removes the logistical challenges of managing end-of-life IT equipment.

Our team conducts an initial count at the point of collection, providing you with comprehensive documentation for your asset management records.

By choosing repurposing over disposal, you immediately contribute to a circular economy, reducing e-waste and directly supporting your organisation's sustainability pledge.

## 2 Assess

We physically assess each device to ensure that only quality, functional assets proceed for repurposing, while non-viable ones are disposed of responsibly and securely.

We inspect each device for external damage before an initial boot to test for functionality of key components, such as keyboards, trackpads and ports.

Any failed hardware is securely transferred to our certified partner RecycleIT for ethical and WEEE-compliant IT Asset Destruction to guarantee data security.

## 3 Test

Once deemed physically sound, your devices undergo a comprehensive diagnostic process to confirm their suitability for ChromeOS Flex.

We run a detailed hardware compatibility test to verify that the processor, memory and storage meet the requirements for optimal ChromeOS Flex performance.

ChromeOS Flex is then tested on the device to ensure an acceptable, stable user experience before initiating the full conversion.

## 4 Cleanse

Any residual data stored on the device is completely and irretrievably erased using our ADISA-certified triple wipe process for ultimate data security and compliance.

We go beyond simple deletion with a rigorous process that ensures irretrievable destruction of all previous data, adhering to NIST SP 800-88 media sanitisation standards.

A verifiable audit trail is generated alongside a Data Destruction Certificate for complete peace of mind and robust compliance with all data protection regulations.

## 5 Convert

Now that your devices have been adequately tested and completely cleansed of existing data, we're ready to transform your old hardware into fast, secure ChromeOS devices.

Our experienced technicians install ChromeOS Flex and update the operating system to the latest version, ensuring every user has access to the newest features and security enhancements out of the box.

We then thoroughly test the devices to ensure they function as intended and provide a stable, modern user experience.

## 6 Enrol

Enhancing your digital inclusion initiative with powerful enterprise-grade set-and-forget features and detailed reporting capabilities to ensure the long-term success and scalability of your efforts.

Chrome Enterprise Upgrade enables centralised control and total oversight of every device via the Google Admin console.

Initial configurations are made to your specification, from adding important bookmarks to implementing managed guest sessions and data loss prevention policies, without further hands-on management required from your IT team.

## 7 Deliver

A final quality check and your new ChromeOS Flex devices are ready for delivery to you or directly to the community hubs working face-to-face with residents who need them.

Upon delivery, you'll receive detailed reports including the number of repurposed devices, CO2e savings achieved and other compelling social impact metrics.

This data will power your sustainability and CSR reporting, showcasing your tangible positive contributions to bridging the digital divide.