



viadex[®] Global IT Service Partner
FULCRUM IT PARTNERS

Avoiding the pitfalls.

A guide to expanding your
IT operations globally

Viadex helps you drive the greatest value from your technology – including procurement, logistics and ongoing service – so you can stay focused on growing your business around the world.

Global expertise, local knowledge

You run complex IT operations, distributed all around the world, across different time zones, countries and cultures.

Every day, your growing business makes more demands. Greater agility. Further cost savings. Reduced capital. Better service. And now they want to expand into yet more regions.

Where do you go?

Read this E-guide to find out how you can avoid the certain pitfalls whilst expanding your IT operations globally. Read on.....

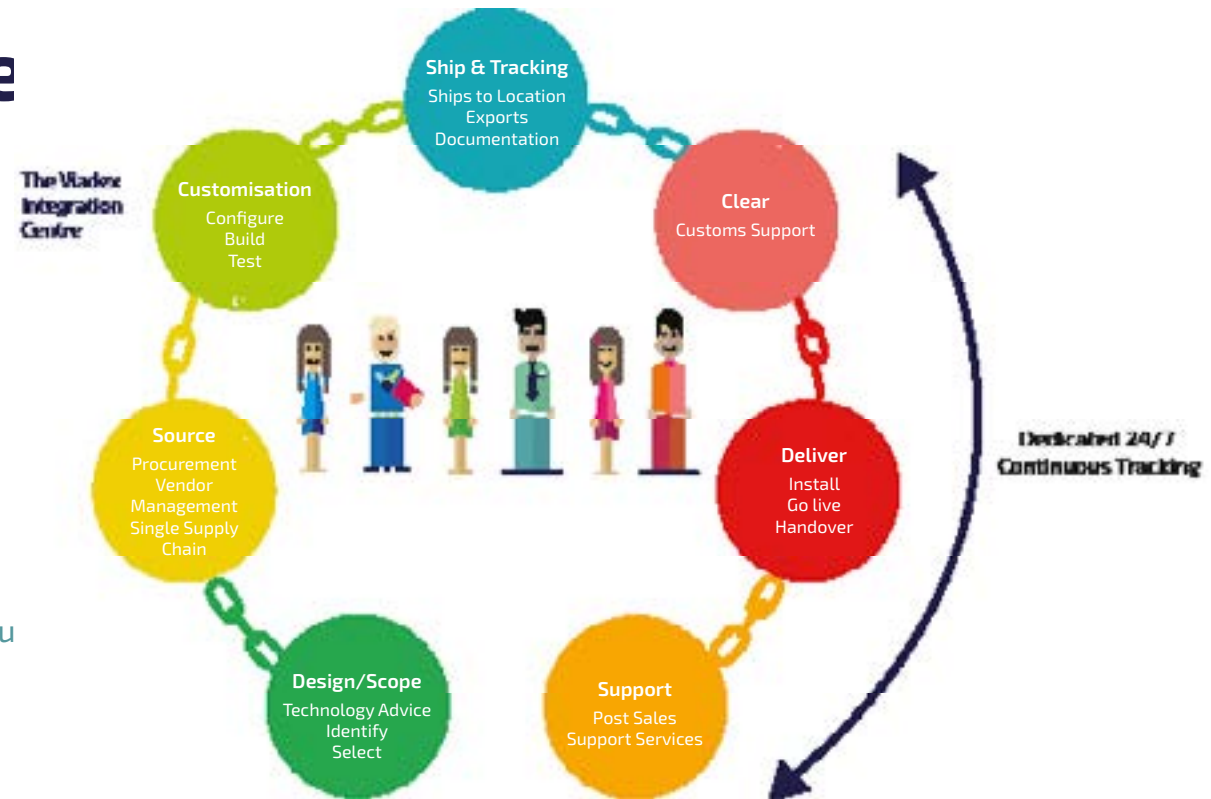


How will you manage and avoid the increase in supply chain management costs?

Viadex has 15 years' experience in consolidating global IT requirements in over 100 countries around the world.

We can deliver tried and tested technology solutions almost anywhere, managing everything from supplier contracts to global supply-chain. And we can provide complete peace-of-mind with peerless round-the-clock support, and service level agreements that are scalable and meet the needs of you expanding infrastructure.

Viadex can ensure that your technology effectively supports your business, wherever in the world you choose to do business.



"Research shows that a typical international shipment is more than twice as costly as a domestic one"*

*Aberdeen Group-Domestic vs International Supply Chain. Performance & Investment Disparity

How do you embrace diversity and change in your global enterprise?

In a world of opportunity, why hold back? Be bold, follow the revenue, and forge ahead into new territories and markets.

But, just as an army marches on its stomach, so your new initiatives might falter or fail if they don't have an effective technology infrastructure to sustain them. So how will you keep pace with the advancing needs of your business and avoid those potholes?

Most organisations now realise that the complexities of doing business globally can waste valuable resources and expose them to serious risks. **You need a detailed knowledge of each new market** – its rules, laws, regulations, taxes, import duties, language, culture – and also its wider economic and political frameworks.

Viadex can relieve most of the pain of international business solutions. **We are experts in logistics across five continents, offering complete project management, and with dedicated exports and logistics teams.**

Crucially, we can help you achieve the key IT and procurement objectives of global buying power, cost reduction, economies of scales, and supporting corporate strategy and governance.

Useful resource for tax and import duties

<http://www.dutycalculator.com/>

<http://www.amberroad.com/>



What technology can you trust to do the job today and tomorrow?

You can have the business platform you need, anywhere in the world. And you can also keep the background noise of trading across borders to a bare minimum.

Your individual business units can stay focused on their job, driving innovative new services to market faster.



The Innovative Leader – Case Example

The Cisco Unified Computing System™ (UCS®) delivers new levels of efficiency, performance and control by centralising your compute, networking and storage resources. It delivers unprecedented power from a simple architecture, yet with automated resource deployment that cuts provisioning times from weeks to minutes.

That means powerful IT to support your global business, along with huge IT cost savings, and productivity improvements of 30-50%¹. In fact, according to Forrester, the solution has a

payback period of just 3.3 months, and delivers a 307% return on investment within three years.

You can fine-tune your environment to support the unique needs of individual applications, and scale the platform globally to meet the precise needs of your business.

- Maximum performance and reliability
- Big Data analytics in real time
- Full scalability and agility
- 77% faster resource deployment²
- Demonstrable reductions in TCO

**Watch the
video above**

¹Total Economic Impact™ of Cisco Unified Computing System, Forrester, 2014

²Principled Technologies Test Report on Cisco UCS B200 M3 Blade Server, 2013

How do you procure on a global scale?

Our 15 years' experience in global technology logistics make us the perfect partner to grow your business with, or to consolidate your existing infrastructure. We have a truly worldwide presence with office locations in the UK, Dubai, Singapore and South Africa. And we can scope, architect, project manage and deliver solutions to suit even the most complex business needs.

Viadex has a central team of procurement experts who understand regional complexities and will negotiate with vendors based on your global spend. That means you pay less for hardware by avoiding costly mistakes, and can also benefit from strong economies of scale.

And crucially, you will have your very own Single Point of Contact (SPOC) specialist who will oversee your entire project. From managing costs to ensuring your solution is shipped on time, they will maintain visibility over your entire IT infrastructure and resolve any supply chain issues.

The Viadex Integration Centre

We use repeatable quality processes and stable configurations to build your solution, both to streamline implementation and also reduce risk. This has helped us successfully deploy thousands of rack-ready solutions to over 100 countries around the globe. When the hardware is shipped to your site, our highly accredited technical engineers will fully deploy your systems, configure as necessary, and then conduct rigorous testing.



Is your IT infrastructure future proof?

Viadex has local offices in all its key global locations. That means we can give you easy access to a huge operational footprint, made up of highly skilled engineers and other employees that are native to where they're based – they speak the language and have the strongest possible knowledge of how to get things done locally. As well as fixing hardware issues and maintaining service levels, these offices can also deliver professional services and manage our customers' IOR (Importer Of Record).

All of these pools of resource are managed from a central service desk that's always open, called the **Viadex SPOC Centre (Single Point Of Contact)**. You can call them or email spoc@viadex.com for help with almost any issue, anywhere in the world, and the team there will act as a single point of accountability until your problem is solved.

The SPOC Centre also monitors your entire IT stack at all times, taking full responsibility for your infrastructure, software platforms and cloud technologies. Moreover, it provides a wide range of additional services, such as network discovery, audit and inventory, reporting, patch management, mobile device management, desktop policy management, and desktop migration.



What will you do today?

Will you simply reflect on the difficulties of distributed infrastructure, or will you choose positive action?

Take the next step. Find out how Viadex can help you deliver the IT solutions your business needs to stay competitive, while also helping streamline your global operations.

Let us take care of your infrastructure needs so that you can continue to grow your top line, focusing uninterrupted on what matters to you.

Call us today on **+44 (0) 20 8739 1000**

or visit our website at **viadex.com/global**.



SOLUTION



Viadex is a Cisco Premier Partner with UCS specialist status and accredited member of Cisco's Global Partner Network program, with access to Cisco's GPN marketplace and approved five-step process.

This gives Viadex many advantages, but is especially valuable in extending our operations network yet further when necessary. We can easily find other partners with proven expertise, and also receive support from Cisco themselves, to help deliver and maintain customer solutions in an even wider range of locations.

Moreover, it helps us deliver Cisco product discounts more consistently around the world, so we can pass on the greatest possible savings to our customers.

Our phone number:
+44 (0) 208 739 1000



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