



GLOBAL VIRTUAL INFRASTRUCTURE AND DEPLOYMENT EXPERTS



Global IT Procurement and Logistics Service

Your Partner Of Choice

- Global expertise, local knowledge

Viadex have the technical and strategic ability to design, source, configure, deploy and support your technology solutions around the globe. Our team of experts are overseen by one **Single Point of Contact (SPOC)** who will manage multiple vendors and technologies, saving you time and money, allowing you to painlessly and successfully execute your key business strategies.

Global IT Procurement & Logistics Service Chain Cycle

- Global expertise and local knowledge at every step of the way



Single Point Of Contact

- Seamless end-to-end design and scope service

Before procurement and logistics can begin, the first step is to determine your business requirements or challenges. Viadex have a strong methodology which governs our approach by analysing a number of key areas to ensure the correct solution is implemented to enable business growth.

Our Methodology:

- Business Needs Analysis
- Current Mode of Operation (CMO)
- Desired Future Mode of Operation (FMO)
- Technology Selection
- Vendor Selection Process
- Implementation Planning
- Deployment Planning
- Final Solution Handover

"Some of the largest IT Enterprise Services organisations use our services to fulfil and deploy where they themselves do not have regional capabilities, specifically in complex regional environments such as Africa, Middle East, South America and parts of Asia-Pacific, as well as in some of the smaller members of the EEA."

Dino Cooper, Group Managing Director

Procurement Consolidation

The stability, availability and adaptability of your IT infrastructure is crucial to the success of your global business, The **Viadex IT Procurement & Logistics Service** allows you to achieve these goals.

We will help you select the right technology for your organisation with a vendor neutral approach and advise on which technologies are most appropriate for your business needs. Through 15 years of experience and knowledge gained in the enterprise market, we will consolidate your procurement process and ensure you obtain the best commercial terms with each vendor engagement.

From project inception you will be supported by a dedicated team of procurement experts that fully understand regional and in-country complexities, enabling you to significantly reduce the overall cost of procurement across all territories. Centralised procurement allows us to leverage your entire global spend when negotiating with vendors.

The Viadex Integration Centre

We customise ready to deploy solutions that are shipped directly to your site helping to accelerate project implementation continually mitigating risks through repeatable quality processes and stable configurations.

Viadex's highly accredited Technical Engineers carry out rigorous tests that enable you to free your resources to focus on business critical tasks.

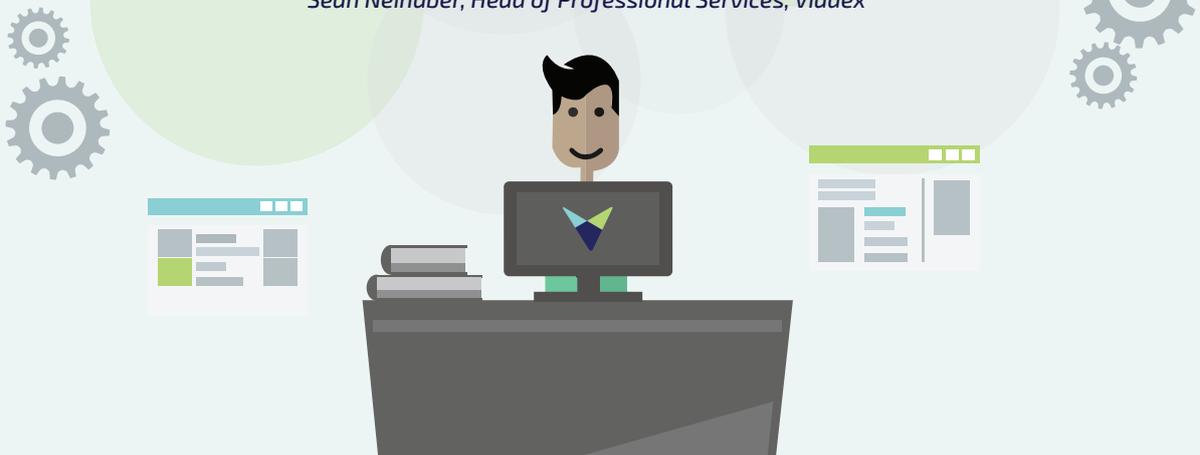
Viadex Integration Centre Services include:

- Proof of concept and solution design
- Configuration of hardware and software including firmware updates
- Rack integration to reduce and eliminate implementation challenges
- Cabling and labelling, ensuring no missing parts and cables
- Registration of licences, support contracts and remote management interfaces
- Handover documentation, including rack location, cable numbers, mac addresses, serial numbers and support details
- Bespoke testing of all IT technologies implemented
- Remote customer access to install specific applications

Viadex have deployed 1000s of rack-ready solutions to over 100 countries around the globe.

"Wrongly licensed hardware can affect manufacturer support, access to firmware updates and ultimately cost your business downtime. Similarly discovering that a unit on the other side of the world has a problem and its warranty has not been assigned and registered to the correct country can be equally catastrophic. The Viadex 'Single Point of Contact' Model ensures you are ahead of the game"

Sean Neinaber, Head of Professional Services, Viadex



Managing the Shipping Process

We comply with export regulations for controlled dual use items, ensuring that items in transit are usually customs cleared promptly via route 1* or route 6**

In our commercial terms we can quote Delivered Duty Paid to your door, at a fixed cost, subject to the in-country import customs processes. We can deploy your IT infrastructure into territories where you as the client may not have a legal presence, but need to use a co-location data centre.

In African and Middle Eastern (except KSA) countries where typically import legislation is complex and lacks transparency, our knowledge allows us to pre-determine and fix the price, which allows us to deliver the right technology to you faster than in-country partners.

Delivering Goods On Time and Within Budget

Clearing

We endeavour to ensure smooth customs clearance by providing all required clearance documents with the shipment. These include certificates of origin, certificate of conformity and pre-shipment inspections, with the exception of import specific documents including: destination-specific licences and communications authorisation. Commodity codes are checked and clearly noted, this allows us to advise you of all taxes and duties so there are no hidden charges.

In-country payments on IT goods, are subject to withholding tax and must be agreed with the remitting bank beforehand. Our Single Point of Contact specialists are on-hand to safeguard quick clearance.

Delivery

We can offer all airfreight Inco terms and changes to delivery address once the shipment is in transit, or storage in destination can be facilitated at short notice.

* (customs inspect documents mainly shipments under a SIEL)

** (straight through ok to proceed)

"Import and Export Legislation is constantly changing to adapt to geopolitical pressures. We strongly believe in transparency and working within export compliance regulations which can be difficult to navigate through. We bring integrity to your supply chain, adhering to the highest codes of conduct and operating transparently with all our clients"

Dino Cooper, Group Managing Director, Viadex



Streamline and Simplify Your IT Operations With One Single Contract

Viadex have significant pools of resources both in-house and in our associate network. We are well positioned to deliver projects ranging from simple rack and stack through to complex hardware and application deployment solutions in all key areas of IT. With highly accredited engineers and strong vendor partnerships, Viadex can scope, architect, project manage and deliver solutions to suit the needs of your business.

Data Management

In large environments it's easy to lose control of data, this is especially true in automated virtual environments. Ensuring that critical workloads remain on the correct storage systems is essential, as is ensuring storage systems are operating optimally and are protected with comprehensive backup and disaster recovery plans.

Application Delivery

Ensuring users have access to applications both in and out of office is important to all businesses, additionally a solid security model ensuring only authorised users have access to their specific data is critical. Understanding the balance between security and usability allows Viadex to deliver best of breed application delivery solutions, leveraging hardware and software-based solutions tailored to suit the customer requirement.

User Management

Integrating Active Directory with cloud based identity platforms to deliver single sign-on capability, is essential to increase end-user productivity and reduce support overhead. Viadex follow best practise methodologies to ensure Active Directory is operating optimally when integrating with identity management platform such as Okta or Ping, allowing seamless single sign-on for users both in the office and while travelling, interfacing with both on-premise and cloud platforms.



Environment Support

Viadex operate a 24x7 Service Desk to support, manage and monitor customer environments using resources based in our UK office, remotely or permanently placed on customer sites.

Data Management

Application Delivery

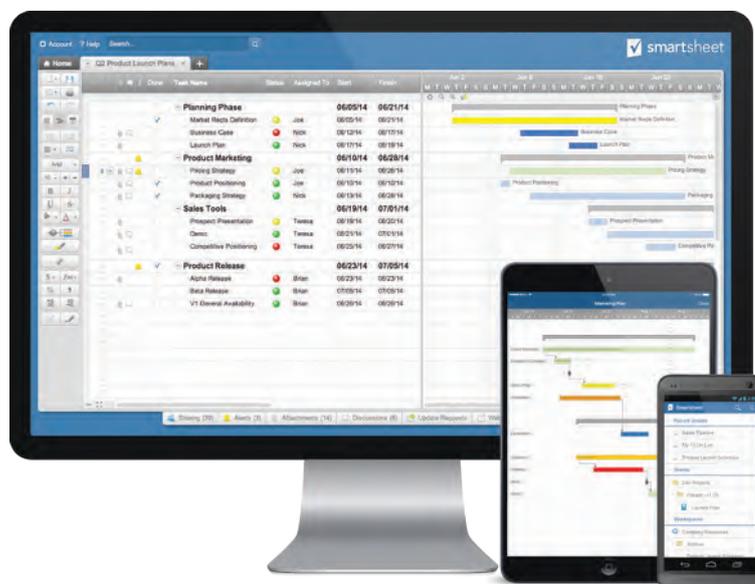
User Management

Environment Support



SMARTsheet Project Management Portal – Track Online

For ease of mind, from day one we provide access to the Viadex SMARTsheet Project Management Portal giving you visibility of lead times, and overall control of your IT project.



Multiple M's

The multiple M model from Viadex serves clients of all types and sizes around the world, catering to their bespoke IT requirements.

Multiple Vendors and Technologies

We have the highest level of accreditations among our top tier partners. Working with us means you do not have to worry about negotiating multiple partner agreements, we are here to alleviate this pressure. We leverage our multiple partner relationships to deliver the best and most efficient technology for your business, all at the right price.

Multiple Currencies

We deal with 10 global currencies that help you control your costs with true transparency; these include six of the most-traded currencies: The U.S Dollar, The Euro, The Japanese Yen, The Great British Pound, The Swiss Franc and The Canadian Dollar.

Multiple Languages

In-country experts that understand and interpret the local language, customs and cultures are strategically located across the globe that delivers a uniform experience wherever your remote infrastructure resides.

Multiple Time Zones

Our Single Point of Contact specialists are on hand 24/7, 52 weeks a year to answer any queries relating to your destination delivery. Viadex appreciate the certain intricacies that exist within global delivery and understand the challenges faced by any business.

Multiple Modes of Transport

As well as the standard modes of transport, we can send Viadex team members on mission critical deliveries if necessary, despatched the very same day with your solution in hand to many global locations.

We provide innovative technology solutions, flattening the supply chain and consolidating the procurement process for our clients around the globe. Delivering outstanding levels of service and excellence in every engagement, everywhere.



Global Expertise Local Knowledge

Viadex hold 15 years' experience in designing, pre-building, deploying and implementing IT Solutions worldwide.

Choose us to be your partner of choice as we specialise in mid-sized organisations with a global reach. We deliver value and service performance second to none, whilst working on your behalf as the client with an open book policy.

Our service can help you create an infrastructure that is agile enough to adapt and grow with you across the globe. The entire team work across all international time zones, no matter where you are based; offering a 24/7 Emergency worldwide response. We take care of your infrastructure needs so that you can continue growing your top line and focusing on what matters to you, uninterrupted.

Are you looking for a partner that has?

- Proven track record working with the leading Global IT Solutions partners in Online Gaming, ISV's (Independent Software Vendors), and Retailers, Research Organisations, Financial Services, SaaS/PaaS/Cloud, Manufacturers and Telecom companies.
- Experience in managing the consolidation of procurement and supply chain for some of the largest global IT service businesses
- Experience of delivering mission critical solutions, clearing across 6 continents, with time-sensitive data retrieval and hosting in more than 100 countries.

Look no further

- We can provide one global price, wherever in the world your IT is delivered
- The ability to manage multiple vendors in multiple locations
- Utilise commercial expertise and knowledge of vendor channel programs, rebates and end of quarter offers to ensure that expectations and budgets are aligned
- Reduce administration and supply chain management costs
- Work within an infrastructure that meets market demands and coincides with your global footprint

What our customers are saying about us!

Viadex takes the time to understand our projects and requirements; they manage the proof of concept (POC) process to determine the suitable vendor in terms of commercial and technical fit.



"We needed a partner who could understand our complex IT solution business that needed a technical consultancy backed up by smart pricing and rapid delivery, after all we are in the DR and availability business, so we only have one partner and we've had them for over 12 years, Viadex".



Project Development Manager, Sungard AS

"I'm enabled to focus on delivering a business solution knowing that I can rely on Viadex to represent our best interests and technical discussions. It is a true partner relationship."



Head of IT, Microgaming



"We had a need for a complete Compute refresh from Datacentre to Desk and with over 700 desktops and 15 servers in 13 countries around the world, there was only one partner who could deliver this service for us on schedule and substantially more cost-effective than the competition, Viadex".

Head of IT, Pegasus/Utell



Viadex Global Coverage Map



Global Headquarters



Regional Headquarters



Our Offices



Responding to the needs of your customer

Global Supply Chain Leaders are responding to the increasing rate of technology and customer needs within the market. Businesses depend on international IT operations and logistics capabilities to:

- Introduce efficiency and accountability in the supply chain, from technology selection to project delivery, throughout the product lifecycle
- Reduce cost of procurement and total cost of ownership through the creation and adoption of uniform global standards across your global technology estate
- Improve speed of reaction to market demands
- Manage multiple vendors in a number of locations
- Manage services to reduce total cost of ownership

"Supply Chain Management is spreading within the business world as larger blue chip and global organisations are demanding this approach in order to remain competitive"

Gartner

The role of the Single-Point of-Contact specialist

When working with Viadex you will be assigned a Single Point of Contact (SPOC) specialist who will oversee your entire project. They will focus on all aspects of your infrastructure needs to enable you to concentrate on your overall business strategies.

Your SPOC specialist plays a vital role in managing costs, and in the position to monitor and influence the whole cost base across the business and supply chain. It is their job to organise the movement of goods and services to be delivered to you as the customer.

The SPOC specialist has greater visibility of what is going on within your IT infrastructure, and is able to highlight and resolve issues within the supply chain to help avoid delays, extra costs, government fines and wastage.



 **Global Locations**

- United Kingdom •
- South Africa •
- Philippines •
- Gibraltar •
- Singapore •
- Hong Kong •
- San Francisco •
- Dubai •

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