

# Gaming





## Logistics

*With 17 years' experience of deploying innovative and complex solutions to 100 countries worldwide, here at Viadex we have the knowledge and expertise to help our clients understand the global logistics challenges they face when moving into new markets.*

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We understand the need for rapid deployment of IT infrastructure once the decision has been made to launch into a new market and we know about the pressure this brings. Pressure to deploy quickly, to adapt to a new location and to deliver a seamless and powerful user experience within a tight timeframe.

We understand the unique challenges presented by new markets and we know the complexities of trading in these different countries. Whether it's trading laws, cultural factors, import/export regulations or legislation, we've got a team of experts who know how to do business in the countries you want to do business in. Our team have years of experience of successfully delivering to challenging regions within challenging timescales and we can provide consultancy to guide you through and simplify the process.

Working with Viadex as a trusted partner saves our clients time and resource as we already have the knowledge needed to launch in a new market. We have proven solutions and services that we have specifically designed to shorten IT infrastructure deployment timeframes and get you into a new market faster. Our experts do the legwork, so you can focus on doing business.

## Appropriate Technologies

*In the gaming industry, we know that selecting the right technology can provide you with a competitive advantage as it gives you the power to deliver a seamless user experience. We know you want resilience, high IOPS storage and low latency performance as a foundation, whilst your customers enjoy the best user experience alongside platform stability and reliability.*

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We also know that you often operate in challenging markets where infrastructure is expensive and may seem difficult to deploy, maintain and support. Our experience and market knowledge puts us in the perfect position to overcome these challenges and identify the best fit solution for your business and the markets you operate in.

Our technology experts work collaboratively with our clients to understand their needs, strategic aims and challenges. Building these relationships enables us to consistently improve our clients' performance, drive consolidation, reduce running costs and improve user experience through our use of the most appropriate technology solutions for each individual client. Our vendor agnostic approach ensures that our clients' needs always come first.

At Viadex we're constantly innovating and we actively seek to sit ahead of the curve, researching new technologies and subjecting them to rigorous testing before adding them to our technology portfolio. That's why we have led the way with flash storage solutions. We helped our customers become early adopters and have since grown to be the largest flash storage partner for leading vendors. This allows our clients to improve user experience and performance whilst consolidating footprint and lower total cost of ownership.

# Support

*Our global presence means that Viadex can provide worldwide commercial, logistics and post-sales support to our clients, via our 24/7 global IT service desk. The service we provide is fully tailored to meet our clients' individual needs and we pride ourselves on the service consistency, flexibility and level of technical expertise that we deliver.*

Working in partnership with you, we identify your support needs and deliver an individually tailored support service for your business, which may range from commercial support, through to project management or post-deployment monitoring and management.

Our worldwide presence enables us to deliver on the ground support, even in hard to reach areas that many hardware vendors find difficult to support. Not only can we deliver parts and people in-country across the globe, but we have local spares and engineers in markets you may not expect. Such as Asia, Malta and Gibraltar.

We take care of the foundations of your IT infrastructure whilst you focus on delivering the best user experience possible through your applications.



# Cyber Security

*In our industry, effective cyber-security is critical. Gaming companies are a high profile target for cyber-attacks and legacy systems can become vulnerable to DDOS attacks and fraudulent activity. The consequences of a breach are significant.*

With so much at stake, implementing sufficient security for your applications and systems can be a daunting prospect. Without specialist knowledge, skills and resource, ensuring the security of your estate can be difficult to achieve. For our clients, we are a trusted partner with the skills, experience and dedicated resource to deliver security services and threat management across multiple threat vectors.

Viadex Security gives you the reassurance of 24/7 protection for your users, data, applications and systems. Our cutting-edge security solutions and over 160 leading security specialists worldwide deliver a three-stage approach; preventing, planning for and eliminating cyber threats to your IT estate. We address every aspect of your security framework, delivering Application, Infrastructure and End Point security to offer peace of mind, whichever markets you are operating in.

Our team's expertise, knowledge and experience mean that we can stay ahead of emerging threats and advise our clients on the newest technologies, regulations, standards, frameworks and practices. Working with Viadex specialists, our clients have the reassurance that their cyber-security approach is constantly evolving. We provide consultancy, managed services and solutions to guide our customers from understanding risk posture through to a complete maturity roadmap.



# People

*Our clients have access to our technical consultants who have extensive experience of designing, implementing, managing and securing high performance enterprise IT systems for the gaming industry. Our teams of experts have a true global presence and as a result, a deep knowledge of the challenges presented by different markets.*

Our approach is collaborative, building strong relationships and working in partnership with our clients to understand and deliver the best solutions for them at any given time for any given market.

# Regions

*Here at Viadex we understand the unique logistics, procurement, deployment and support challenges experienced by our clients in markets and regions worldwide. With operations in North America, Europe, Africa, the Middle East and Asia, we have the capabilities, knowledge and expertise to provide the consultancy and solutions you need to address these challenges.*

Our global experience gives you the capability of a smooth, seamless local delivery, whatever the region, whoever your customer base.



For more information on our global IT services, please contact our sales team on **+44 (0)208 739 1000** or **[gaming@viadex.com](mailto:gaming@viadex.com)**

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