



Global IT Supply Chain



Assuring in-country and per vendor regulation compliance for consistent and integrated technology across your business

We provide the local knowledge to drive your global goals

We design, source, configure, deploy and support your technology solutions around the globe; ensuring you have the right solutions in the right place at the right time.

Through the whole global supply and logistics operation, from sourcing and configuration, to delivery and installation, Viadex make it easy for you to run a geo-dispersed business in a streamlined, consolidated, and compliant manner.



More than 1,000 shipments annually

Across regions, borders, time zones, languages, currencies and bureaucratic differences, Viadex have the experience of fulfilling the business technology requirements for clients in over 90 countries.

Our team of experts is coordinated by one Single Point of Contact (SPOC) managing multiple vendors and technologies, saving you time and money:

- Viadex centralised procurement allows us to leverage our entire global spend for your benefit, when negotiating with vendors.
- Our global perspective and experience ensures compliance and standardisation of versions and applications between locations to support greater business efficiency.
- Our Importer of Record service removes the stress and complexity of global logistics, ensuring that all international and local documentation requirements are met on your behalf.

Viadex simplify your global IT sourcing

The global IT sourcing problem



Differences:

The world is not a single market, with consistent rules. For any business endeavouring to equip its branch locations overseas, enormous complexities and differences between country regulations, trading laws, import/export regulations, shipping requirements, and vendor rules, support policies and protocols quickly become evident.



Distances:

These challenges are compounded by currency issues, language and cultural differences, time zone complications and, often, political and economic instability in the destination country.



Destinations:

For any mid-sized UK-based company looking to deploy consistent, standardised IT across geographically dispersed locations, the challenges are often insurmountable unless you have specialist help. Viadex provide that help, with a focus on supporting globally dispersed businesses, with multiple datacentre instances and headcounts of 500-5000 geo-dispersed users.

With 16 years' experience supporting clients in over 90 countries, Viadex have built a network of direct and partner based capabilities aimed at the mid-sized global enterprise.

The Viadex global IT sourcing solution



Consolidate:

We consolidate and centralise your supply chain of products and services, providing a consistent SLA across your entire organisation, delivering compliance and regulation.



Accelerate:

Our Global IT Supply Chain Services help you find the fastest route to IT improvement, and source and integrate your solutions into your business in the fastest possible time: no strain on your own resources, and no overrun on your budgets.



Support:

After that we can support every part of your IT operation, from security and vulnerability management to data migration, service desk support and network services.

We talk to the business, then we talk to the world

Viadex economies of scale

We can also bring to the table considerations of the global spend Viadex make with a wide range of suppliers. This creates a strong negotiating position and either reduces your costs or allows your budget to go further. Or even both.

Global experience, local delivery, universal business improvements

We will work with your IT team to help you select the right technology; adopting a vendor-neutral approach and advising on the most appropriate solutions for your business needs.

Procurement consolidation

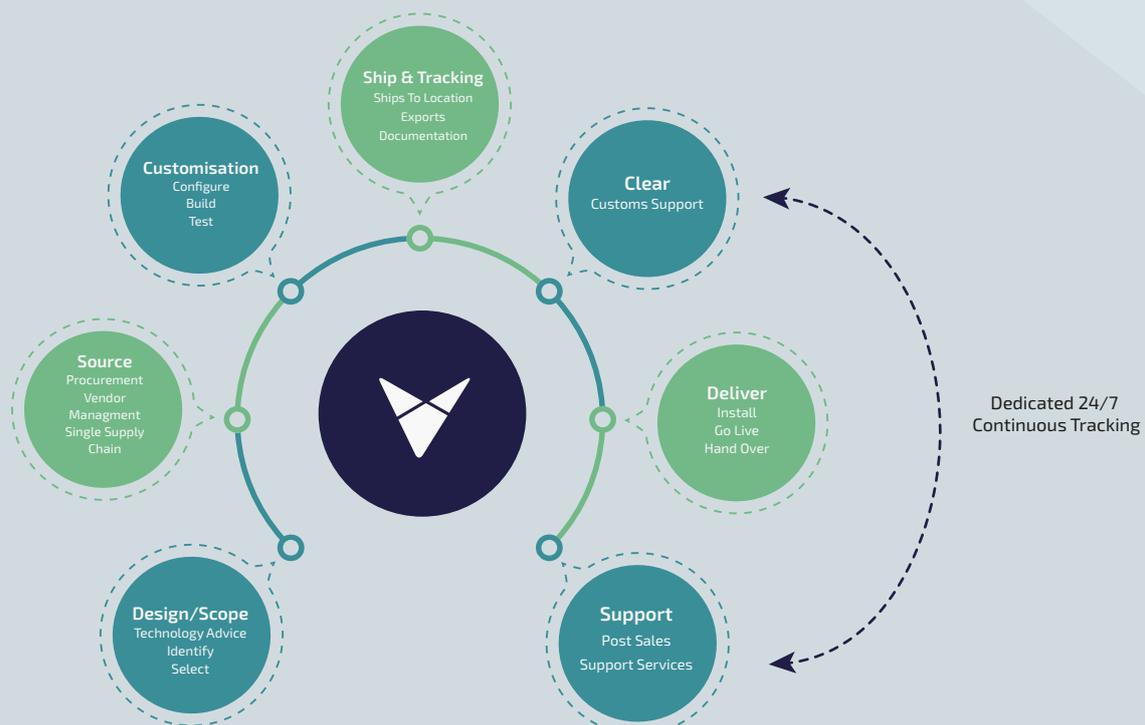
Through experience and knowledge gained in the enterprise market, we will consolidate your procurement process in discussion with your finance team, and ensure you obtain the best commercial terms with each vendor engagement.

Import/export management

Import and Export Legislation is constantly changing to adapt to geo-political pressures. We strongly believe in transparency when working within export compliance regulations which can be difficult to navigate. We'll work with your in-house operations team to bring integrity to your supply chain, adhering to the highest codes of conduct.

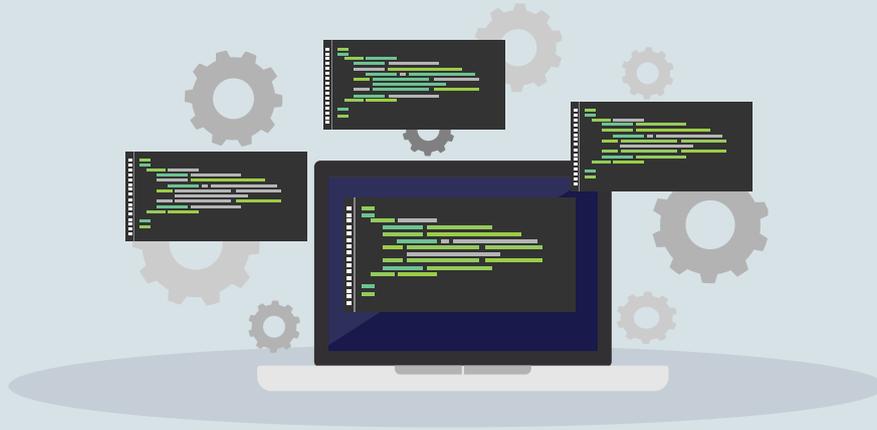
Deployment and support

We will ensure that the needs of every stakeholder are met when it comes to getting your locations up and running and ensuring ongoing support both from Viadex and from vendors. Our promise is to deliver on time, in budget and then to make sure that the IT solution we've delivered fulfils the expectations you have for it.



Build, test and despatch:

All you have to do is plug in and turn it on



The Viadex Integration Centre customises ready-to-deploy solutions that we ship directly to your site. This service helps to accelerate project implementation and continually mitigates risks through repeatable quality processes and stable configurations.

Our 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 for every solution whether intended for the datacentre or branch office
- ✓ Configuration of hardware and software including firmware updates
- ✓ Rack integration, where appropriate, to reduce and eliminate implementation challenges
- ✓ Cabling and labelling, ensuring no missing parts and cables
- ✓ Registration of licences, support contracts and remote management interfaces
- ✓ Full handover documentation
- ✓ Bespoke testing of all IT technologies implemented
- ✓ Remote customer access to install specific applications

From project inception through to final delivery, Viadex will support you with a dedicated team of procurement experts who fully understand regional and in-country complexities, enabling you to significantly reduce the overall cost of procurement across all territories.

We ship and deliver as if it was the most natural thing in the world

Viadex experienced logistics professionals manage the shipping process on your behalf from wherever the kit's made, to wherever you want it working

We comply with export regulations for controlled dual use items, ensuring that items in transit are customs cleared promptly.

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.

In African and many Middle Eastern 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.



Clearing

Our Logistics Team operates from our Global Operations Centre in Cape Town, South Africa, and we have the knowledge and experience to ensure that every step of the way your shipment is managed to install smoothly, transparently and consistently.

Processes and documentation include, but are not limited to, 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.



Delivery

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

Wherever in the world your business operates, Viadex unify your capabilities and consolidate your strengths

Shrinking the world and growing your business

Viadex simplify the complexities of international IT supply and logistics in Africa, Asia, Europe, North America, and Oceania.



We provide enterprise-class IT solutions and services to organisations with geo-dispersed infrastructures, ensuring consistency and seamless global integration.



We solve the complex challenges of the global logistics chain, ensuring local in-country compliance in over 90 countries.



We supply you with the best of breed solutions, on the best terms, designed, configured and delivered.



We specialise in end-to-end IT infrastructure solutions, flattening the supply chain and consolidating the procurement process.

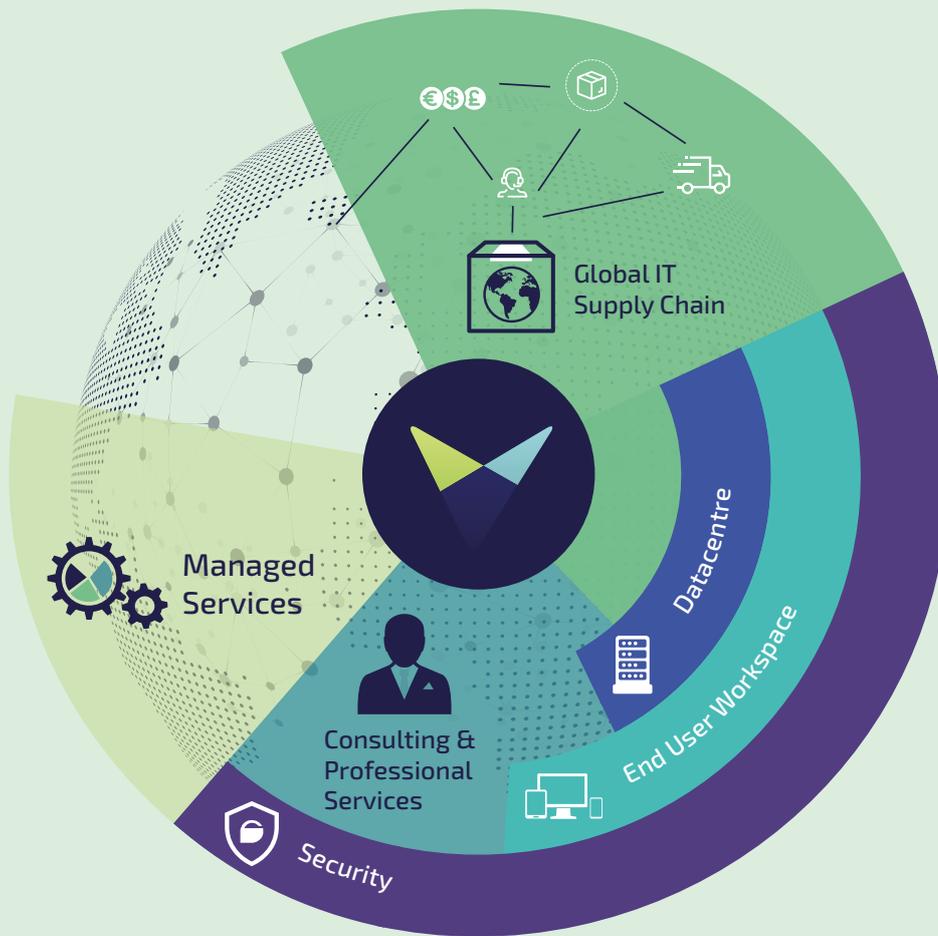


We deliver innovative and complex multi-vendor solutions to organisations across over 1000 locations per year, on average.



Start the journey here

Viadex offer far more than the essential experience to serve your globally dispersed locations with the capabilities your business needs. We are a proven partner offering strategic consultancy and professional services in over 70 of the 90 countries in which we provide global supply chain services.



Consultancy & Professional Services

An agile infrastructure designed to service end-user experience is both critical and indispensable in today's world. Viadex Consulting and Professional Services follow our core methodology of Audit, Design, Deploy and Optimise, and help to transform your infrastructure to directly support your business productivity goals and enhance end-user experience.



Managed Services

Viadex have the global capability to provide a wide range of Managed Service solutions to help organisations with the operation of their technology environments. Viadex provide 24x7x365 technical expertise, service consistency and flexibility across multiple vendors, technologies and geographies. We reduce overheads and improve efficiency by leveraging our scale, methodologies and high levels of standardisation to deliver world-class solutions enabling your business to concentrate on what it does best.

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