

Case Reference: Simplifying the complexities of global logistics

Rapid global IT deployment providing the best commercial value by consolidating all freight and duties

About the client:

This global online gambling software provider develops slots for operators with offices in the UK, operating and supporting infrastructure globally. This includes countries such as Malta, Gibraltar and Taiwan.

An integrated technical, financial and operational solution

No headaches, no hold-ups; Viadex global know-how

Online gaming companies are constantly looking to ship IT equipment around the world to serve their widely-dispersed in-country operations. It's a process peppered with pitfalls and complications arising from diverse bureaucracies, and the need to fully understand taxes, duties, customs, currencies, languages and the on-the-ground ins-and-outs of getting equipment quickly to its final destination.

What did they seek from Viadex?

This client was looking for assistance in designing, sourcing, deploying and managing an infrastructure platform for their gaming software in Asia. They wanted a partner that had experience in delivering complex projects to gaming customers in Taiwan. The difficulty for them was finding a reliable partner that could offer them the full service, including

- Systems design
- Hardware procurement
- Infrastructure build
- On-site deployment

They chose Viadex as their strategic partner due to our experience in the region and within the online gaming community.

The Viadex Solution: We go there, see it, do it - over 1,000 times a year

- **Design:** We designed a **multi-vendor, full stack, infrastructure platform** to provide appropriate performance for the client's applications.
- **Purchase consolidation:** We negotiated **pricing agreements** with all the vendors to achieve volume discounts.
- **Build:** We then **pre-configured and imaged the stack in our build centre.**
Prior to shipment the client connected into the stack via a VPN and pre-installed all the required applications.

- **Despatch:** For its onward journey we packed the kit for flight and shipped to the site.
- **Install:** A Viadex engineer went to the location to meet the shipment at the site and complete the rack and stack installation.

EVERY STEP OF THE WAY: Across the entire global journey, from door to door, the Viadex logistics department took care of all the import, tax and duties.

Results: Viadex removed the stress and hassle for the customer of managing challenges they were not experienced in (logistics), allowing them to meet their deadlines knowing experts were looking after the project for them.

The full Viadex service delivered:

- **Reduced risk:** Due to pre-configuring and installing applications in our build centre, ensuring everything was proficient before being on site. The client would not have been able to get their own engineers onto the task with such speed.
- **Improved efficiency:** Due to taking most of the work off of the client's hands. As a development house, the client wants to focus on its strengths and not be dealing with infrastructure. We gave them the confidence and the knowledge that they could trust us to design, build and deploy an infrastructure platform into a region that they had no knowledge of.
- **Total project success:** By meeting expected timeframes utilising Viadex experience and established logistics and duties processes to deliver on-time, in-country, and beyond expectations.



AUDIT



DESIGN



DEPLOY



OPTIMISE