



Case Reference:

Perfect partners – from vendor selection to global infrastructure implementation

Ticking every box on the datacentre refresh agenda

Global datacentre refresh

About the client

This global online gaming software provider, with offices in Europe and Australia, creates and distributes slots and casino games for operators worldwide. After a take-over by another gaming giant they are growing fast, expanding services, extending reach, and placing greater demands on their IT infrastructure.

Why is hardware always such a hard choice?

In a world where 'globalisation' has almost become a byword for business-as-usual, difficulties still persist in trying to procure equipment from a central location and have it shipped to numerous other places.

When our client needed a datacentre refresh, due to end-of-life with existing vendor solutions, they came up against a vendor environment where everyone was clamouring for attention. Making a rational choice was clouded by heavy-up sales pitches; with no ready answers as to how to address the global logistics and delivery challenges.

Hardware is one thing; getting it where it's needed, fast, is something completely different. Deadlines loomed. Choices had to be made fast, and they had to be smart, informed, and proven.

What did they seek from Viadex?

Search and deploy: Navigating the crowded vendor universe

For this project, trust was about as important as it gets. The client had no time to wait, no room for false starts, and – given the operational and cultural shift to a technology stack they had not worked with before – no tolerance for a supplier who could deliver anything less than a comprehensive and proven service.

What this service entailed was effectively a mirror-image of the core competences of the Viadex team: Vendor negotiations to provide infrastructure globally, though a centralised procurement function within the UK, combined with the ability to follow-through. Post procurement had to include high level technical capabilities with any new vendor solution selected, and the knowledge and resource to install and test the solution.

“Hardware is one thing; getting it where it's needed, fast, is something completely different. Deadlines loomed. Choices had to be made fast, and they had to be smart, informed, and proven.”

The Viadex Solution:

Technical, operational, and financial services seamlessly spliced to keep momentum on the fast track

Viadex embarked on a detailed evaluation of vendor options to ensure that its technology recommendation would not only meet current objectives for the client but would also serve their business growth long into the future. Core elements of the Viadex response to the client's many challenges were:

- **Vendor evaluation:** Viadex looked at every possibility over a six-month period. This process involved far-reaching discussions with many vendor candidates to explore not just the technology but also the commercial aspects of the project. In this regard Viadex brings considerable global purchasing power to the table that one client alone would be unable to demonstrate. The final recommendation to the client ticked every box and made the decision a simple and rational question of logic.
- **Pre-configuration:** Viadex fielded a team of expert consultants and engineers to configure the hardware; servers, storage and networking. Working with the client team across time zones Viadex applied base configurations to all devices and tested each device for faults before shipping on to the client's European datacentre.
- **Installation:** Viadex engineers attended each of the client's overseas locations to rack, stack and cable the new hardware at the datacentre. Viadex installed the hardware to the pre-agreed scope.



AUDIT



DESIGN



DEPLOY



OPTIMISE



Case Reference

“Viadex embarked on a detailed evaluation of vendor options to ensure that its technology recommendation would not only meet current objectives for the client but would also serve their business growth long into the future.”

Results: A partnership based on trust and fueled by experience.

- **Trusted global support for continued global growth:** Viadex have brought a new vendor to the mix that the client has complete confidence in. Both Viadex and the vendor are supporting the client globally; prices are the best the client could possibly have achieved.
- **Reduced risk:** Viadex takes care of all logistics requirements giving the client a joined-up approach to technology; a smooth and simplified procurement process capable of delivering quality equipment efficiently.
- **Refreshed, robust, and reliable infrastructure:** The client now has a fully functional deployment capable of supporting its production environments. The clean and precise installation of the infrastructure that Viadex delivered has now led to an ongoing relationship between the client and Viadex; full range of Viadex managed support services now supports the client’s IT environment.

About Viadex

Experience: Viadex work with best-in-class global partners to deliver tried and tested approaches and engagement models, following a robust framework approach to ensure justifiable outcomes and reduce project risks.

Direction: In an increasingly competitive environment, a 'one size fits all' approach to IT rarely addresses your objectives: reducing risk, reducing costs or improving efficiencies.

Precision: Our structured methodology analyses your current mode of operation (CMO) to best define the scope of the IT solution, aligned to the needs of the business now and into the future.

Focus: Viadex provide tactical and strategic IT direction to help focus on your current and future business goals and long-term strategy.




Global IT Supply Chain



Consulting & Professional Services



Managed Services



Datacentre



Cyber Security



End User Workspace



AUDIT



DESIGN



DEPLOY



OPTIMISE