



Global Partner Services

IT Solutions and Logistics Provider

“Navigating complex global logistics & deploying IT environments across the globe is in our DNA.”

Dino Cooper, CEO Viadex

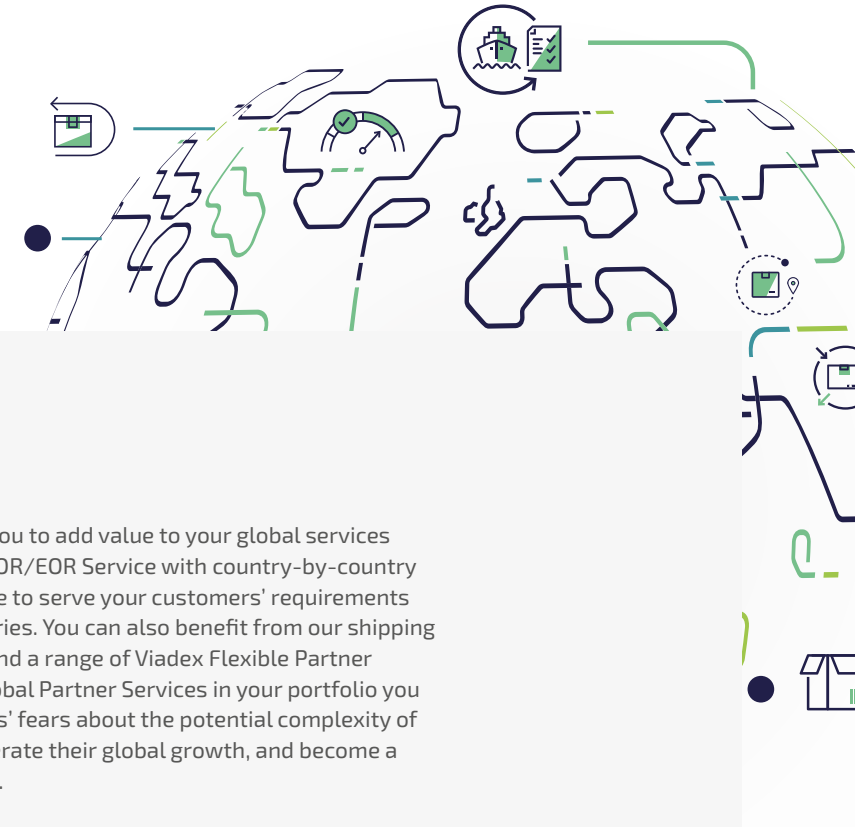
We take the pain away for our partners in delivering, deploying & managing IT environments for their customers globally.

Everything your customers need, everywhere they need it



Enhance your global fulfilment capabilities:

Viadex manages the complexity of delivering IT hardware solutions to multiple locations globally.



About Global Partner Services

“Viadex Global Partner Services provide the expertise and resources to enable you to deliver global growth for your customers. This empowers them to view the world as one market, with one business partner. All managed by a team of subject matter experts with a combined 100 years of hands-on global IT logistics and international trading experience.”

- Séan Smith, Global Services Director - Americas

Global knowledge, local expertise

Borders, tariffs, trading regulations, import license requirements, fine print, and hidden clauses are changing and increasing in complexity every day. Managing these issues, to deliver IT projects around the world for your geo-dispersed customers requires special skills, qualified resources, and in-country contacts that may not always be present in your organisation.

Deliver added value, globally

As a Viadex Global Customer you can rely on our hands on experience and support for issues that arise, ensuring smooth and simplified global growth for your customers.

Boldly go

Viadex GPS will enable you to add value to your global services through a full turn-key IOR/EOR Service with country-by-country global logistics expertise to serve your customers' requirements confidently in 190 countries. You can also benefit from our shipping service or freight desk and a range of Viadex Flexible Partner Options. With Viadex Global Partner Services in your portfolio you can allay your customers' fears about the potential complexity of global expansion, accelerate their global growth, and become a valued strategic partner.



“Viadex underpins every aspect of our ability to serve our enterprise customers. Nothing is too much trouble for the Viadex team; from procurement, supply and global logistics through to experienced technical services, and a constant flow of proactive ideas. They really care about our business and they're committed to our success.”

- Danny Hook, Director of Enterprise at Gibtelecom

Ensuring control, transparency and real-time status updates



Dedicated project management teams at your disposal

Compliance and regulation: local knowledge driving global goals.

Our team of logistics and freight experts — working with a long-established and highly developed network of in-country services providers such as specialist couriers, translators, and down-to-earth 'fixers' — is coordinated by one Single Point of Contact (SPOC) managing every aspect of your customers' global projects, saving you time, effort, and investment in third party resources.



Importer and Exporter of Record Services

Importer of Record is a term used in customs law. It refers to an importer, whether an entity or individual, who is responsible for ensuring that commercial goods are imported in accordance with the law of the countries involved. Importer is responsible for filing legally required documents.



Global Procurement Consolidation

Viadex undertake more than 4,000 global projects each year. Viadex can augment your supply chain, through our regional ability to purchase technology products as well as move products from your warehouse and bill them regionally on your behalf. You recognize the revenue with your disti/vendor and your client gets the benefit of reclaimable VAT.



Consulting and Professional Services

Specialist IT consultancy services to support you to make the right choices to suit your organisation's use of technology, complemented by a range of professional services to deliver outstanding technology and design for datacentres, end user workspaces and IT security.



Product Classification

We review all HTS codes and ECCN to ensure correct declarations so we can advise accurately on all taxes and duties. We'll make sure there are no hidden charges or surprises in relation to product use in your target country for each project. We have all the necessary licenses and permits based on this assessment.



Extend your global reach:

Importer of Record Services

Viadex have been shrinking the world since 2001. Using Viadex as Importer of Record, you can enable your sales teams to offer your clients a fully compliant, project managed, IOR & global logistics service. Shrinking the world into one market place, enabling you with confidence to deliver global projects everywhere, increasing your share of wallet.

Flexible partner options

Our full range of Global Partner Services options is coordinated by one Single Point of Contact (SPOC) managing every aspect of your customers' global projects, saving you time, effort, and investment in third party resources, regardless of timezone we are on it 24/7 for you and your clients.

Choose the composition of our service bundles that best aligns to what your customers need. If you're not sure, we'll help you make the right choice.

Tracking, transparency, and reporting

Running multiple global projects, having to chase multiple logistics, compliance, project management, and IT partners to feedback project updates to your clients, is time consuming and inefficient. It can also be immensely frustrating. Our team will proactively advise you of any delays, and ensure we are ahead of the game when it comes to meeting those critical deadlines.



"Viadex has a wealth of technical, operational and commercial capabilities and has played a key part in the growth of Pure Storage global presence over the last 6 years".

- Head of Global Sales, Pure Storage



Extend your global reach:

Tailored Services

Additional Global Partner Services for geo-dispersed customers

Before setting off on any Global Project and IT logistics journey, we will jointly evaluate the business needs of your organisation and your clients requirements. Product flow, transaction flow, revenue flow are all subtle considerations.

Uniquely amongst Global IOR organisations Viadex GPS goes beyond compliance and IOR. Our suite of ancillary services including, global or regional procurement consolidation and supply chain augmentation enables us to drive cost savings and improve lead times.

In addition to this Viadex offer global access to technical talent on-demand to support or deliver projects on a part-time or full-time basis.



Packaging removal/waste management

Viadex can securely dispose of end-of-life equipment in compliance with the Waste Electrical and Electronic Equipment Directive (WEEE).



Bonded Warehousing

We can arrange secure bonded warehousing facilities and can also help with implementation of correct customs procedures in customers' own bonded warehouses.



Spares to site on critical parts

We cover 190 countries supporting your customers whenever the need may arise. We have access to hundreds of forward stocking locations, and in territory engineering resources.



Reverse Logistics

IT Asset Disposition (ITAD) service for disposal of obsolete or unwanted equipment in a compliant, safe and ecologically-responsible manner.



Warranty Management

Viadex can check that all is in order so you can offer further peace of mind to your customers and for the sake of your own business.



Access to 1,500 technical resources globally

Viadex provides services across several technologies including desktop, server and storage infrastructure, cloud, network and security, Wifi, IoT, smart homes and offices, point of sale and audio visual.



"Brexit has considerably impacted our logistics operations and customs formalities for trade between the UK and the EU. Thanks to their quick attentiveness, expertise and communication, Viadex was able to resolve the situation effectively, making them the perfect partner to work with"

- Trade and Compliance Manager, Global Technology Solution Provider

Extend your global reach:



"Whist delivering a global project to a customer, we had been incorrectly advised by a provider the shipment was held in customs as there was no local importer to perform the customs clearance and make payment of the related fees and import taxes and duties applicable for customs release. We were now stuck and risked missing the tight project deadlines as well as potentially having to incur costs incurred for reverse logistics. Long-term risk associated to the delay in the shipment could have been the loss of a global customer for us.

We reached out to Viadex and through their Importer of Record services, they were able to safely recover the goods, and ensure the equipment was cleared through customs in a fully compliant manner. Viadex's white glove delivery service also ensure that end customer received the goods in line with the project deadline expectation and there was no downtime to their project delivery. We could not have done this without the support from Viadex!"

**- Operations Director ,
US headquartered Solution Provider**



Everything your customers need



Export and import permits and licences

Making the complex simple in 190 countries.

With over 21 years' experience successfully delivering more than 4,000 projects a year, Viadex offer a safe pair of hands when you need to apply for and submit all necessary documents to facilitate export from and import into most countries you are ever likely to have to work within. As an ISO accredited UK headquartered organisation Compliance is at the forefront of everything we do.



End to end collection and delivery

Ensuring that every step of the way your customers' shipments run smoothly, transparently and consistently.

For the entire process of shipping often delicate hardware around the world, you need a partner you can trust. Viadex are about far more than just the essential and critical planning, paperwork, and smooth passage through each layer of bureaucracy.

Our DNA as a Global IT Business, means we understand the technology and the handling requirements. We know what's in the box, we recognise the importance of correct handling, packaging, loading, insuring and project managing your consignments, we take care of every detail so you don't have to worry.



Customs clearance and payment of taxes

Ensuring that every project moves forward lightning fast.

For countries with complex customs procedures (China, Brazil, Russia, and India for example) our local customs experts will process your shipment upon arrival and provide you with real-time status updates.

Viadex manage all shipments with DDP incoterms (Delivered Duty Paid) which means we pre-pay any duties and taxes to customs where possible before the shipment even arrives, so clearances are lightning fast and your shipment never has to sit in a bonded warehouse adding unnecessary risk and delay.



"We engaged Viadex due to their extensive global project expertise and their ability to engage directly through their local entities in the chosen countries, which allowed the VAT to be reclaimable and reduce the ultimate cost of sale to our end customer. With Viadex's ability to develop customised deployment models on our behalf, we were able to achieve a significant reduction in cost to deliver this project. The reduction in cost also allowed us to compete with other suppliers in region, resulting in them maintaining their global relevance to our customer."

- COO - US headquartered IT reseller

Everything your customers need



Product classification

Accurate declarations to avoid hidden charges and delays.

We review all HTS codes and ECCN provided to ensure correct declarations so we can advise accurately on all taxes and duties. We'll make sure there are no hidden charges or surprises in relation to product use in your target country for each project. We have all necessary licenses and permits based on this assessment.



HTS

HTS (Harmonized Tariff Schedule) codes are product classification codes between 7-10 digits. The first six digits are an HS code, and the countries of import assign the subsequent digits to provide additional classification. U.S. HTS codes are 10 digits and are administered by the U.S. International Trade Commission.



ECCN

ECCNs are five-character alphanumeric designations used on the dual use control lists to identify dual-use items for export control purposes. An **ECCN** categorises items based on the nature of the product, i.e. type of commodity, software, or technology and its respective technical parameters.



"The Viadex team undertook a project with our chosen GSI to transform from a paper-based to a digitally based data capture solution, enabling adoption of an automated, mobile, cloud-based solution across airports in 37 different countries. The project was a success and Viadex delivered on-time, within budget ready to empower ground crews around the world. The digitalisation of the previously manual process now allows us to reduce the time taken to refuel an aircraft by 16 minutes. Given the number of aircraft involved, this amounts to an average time saving of 13.3 hours per day, per airport."

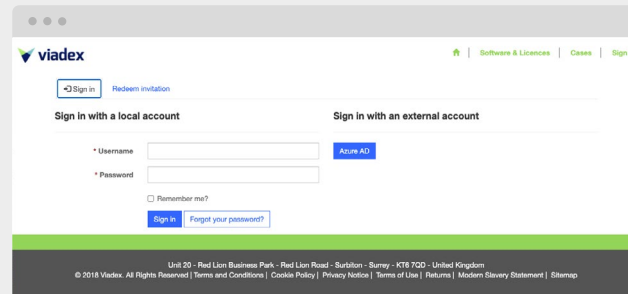
- Program Manager – Petroleum Company

Key information and reporting capabilities

As part of our global capabilities, GPS is able to service and deploy to over 190 countries. Viadex has identified the key elements associated with deploying project into each country and we have facilitated access to key information that allow for our customers to stay constantly up to date on per country requirements through to engineer tracking and management.

Please see a sample of a country page that will be made available through a portal to approved partners. This portal is updated regularly to ensure the latest information is available to our chosen partners.

[Please click here to view the portal](#)



Global Capabilities:

Brazil

DAP:	✓
DDP:	✓
DPU:	✓
EXW:	✓
Importer of record:	✓
Average delivery lead time:	50 days
Quote SLA:	72 hrs
In country invoicing:	✗
In country purchase:	✗

19% IMPORT VAT % 60% IMPORT DUTIES

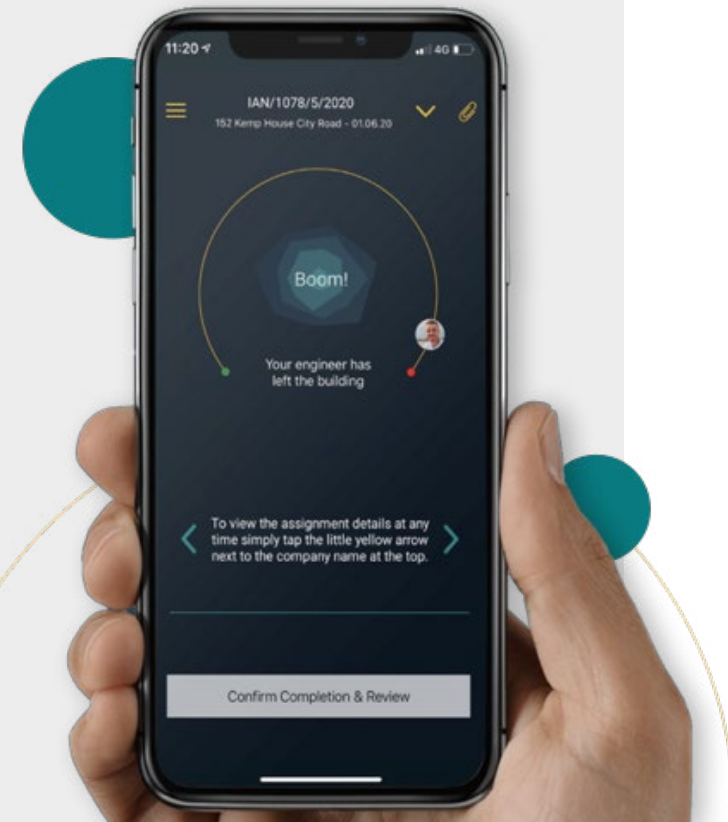
Quote requirements:

- ✓ Commercial Invoice/Quote
- ✓ HS Codes
- ✓ Weight & Dimensions
- ✓ Delivery address
- ✓ Special last mile requirements

Order requirements:

- ✓ In country transfer of goods to end user
- ✓ Commercial Invoice with CDD
- ✓ Packing List
- ✓ Data Sheets
- ✓ Delivery address and contact details

Process Flow:



Why Viadex?

Unparalleled global experience in over **190 countries** since 2001



We successfully deliver more than **4,000 global projects** each year.



Global IT import & export experts.



We offer your customers global mobility that your competitors cannot achieve.



The perfect size, we deliver your global services, while maintaining agility.



End-to-End services capabilities tailored to your customer needs including dynamic tracking and management of all technical resources deployed.



We simplify global IT logistics for our partners while delivering and installing your customers infrastructure quicker than competitors.



We are Trusted by our customers and the world's leading vendors, distributors & resellers.



INVESTORS IN PEOPLE[®]
We invest in people Silver

Viadex Limited

Unit 20
Red Lion Business Estate
Red Lion Road
Surbiton
KT6 7QD

Email: SPOC@viadex.com

Europe:
+44 208 739 1000

Asia:
+65 3138 8160

Web: www.viadex.com

Africa:
+27 21 001 1175

Americas:
+1 833 847 3845

Middle East:
+971 4 512 4156

