

Gaming Developer Case Study

(Professional Services)

Summary

A leading gaming developer and publisher required professional services to help configure, ship, and install their latest equipment across different locations in Europe, North America, and East Asia. They had procured the equipment but needed help to configure it and

dispatch it to various locations when needed. They were able to configure the equipment remotely and used PivIT's EXTEND engineering services to install equipment without having to send their own small number of network engineers to every global location.

Facts About Customer



Over 40 offices globally



\$6 billion+ in revenue



Powers world's leading game engine

Customer's Key Challenges

The customer lacked level 1 network engineers in its IT teams, which made configuring and installing new network devices and decommissioning the legacy equipment difficult and expensive. Moreover, the locations were spread across different regions, and a

fragmented installation schedule. Handling the logistics of the new equipment and dispatching their own limited number of engineers would deplete the team's financial and human resources, leaving them less budget for other upcoming and equally important projects.

Customer's Needs

The customer required professional assistance dispatching and installing new network equipment without hiring more network engineers. At the same time, the locations where the equipment was to be installed lacked technical experts. They also wanted someone to handle the shipping of already configured equipment, as the upgrades had a sporadic schedule.

PivIT's Solution With EXTEND

The customer had the new equipment shipped to PivIT's global distribution center, where they could easily configure their devices remotely. PivIT then housed this configured equipment for free in its warehouse, until it needed to be shipped.

EXTEND engineers (SmartHands Professional Service) were on-site to decommission and securely ship out old equipment, and receive the new equipment. Installation of the new equipment was the last step of the seamless end-to-end professional services provided by EXTEND engineers.

The PivIT Global Logistics team and EXTEND engineers handled everything from start to finish, allowing the client to save on OPEX and headcount.

- Remote configuration
- Convenient storage of new equipment in PivIT's global distribution center.
- Provide white glove logistics of equipment
- Engineers on-site when equipment arrived at the client's location

PivIT Strategy

PivIT understood the hurdles the customer would face assessing the current technical expertise they had within their IT team. PivIT resolved the installation hurdles with its EXTEND engineering services, providing a customized and flexible plan to install new equipment in different

locations worldwide and at different times. PivIT provided storage of the shipment and white glove handling to ensure all devices. EXTEND engineers were on location to quickly and accurately decommission old equipment and install new equipment.

Tell us about your project!
Reach out to hello@pivitglobal.com