

Game Developer Case Study (Hardware Sourcing)

Client Overview

A US-based video game developer needed to overhaul its network to keep pace with rising player traffic, expanding online services, and heavier internal development workloads. Reliability wasn't optional. Any downtime hit players directly and slowed the engineering teams building the next release

Client Objective

The client needed to replace 88 Cisco Catalyst 9300 switches across their environment. The goal was straightforward: reduce downtime risk and move their team onto a switching platform they could actually support long-term.

The problem was timing. Post-COVID supply chain disruptions had pushed lead times on the 9300 beyond 400 days. Every traditional VAR they approached quoted over a year out, which meant the project would stall and the aging hardware would stay in production well past any reasonable threshold.

The requirement was simple: source all 88 units at OEM quality, fast enough to keep the refresh on schedule.

PivIT's Solution

Having worked with PivIT before on professional services projects, the customer turned to PivIT to see if the required switches could be sourced faster than standard channels.

✔ **Multi-channel sourcing:** PivIT's inventory specialists tapped into multiple sourcing channels, leveraging strong OEM and partner relationships, in-stock inventory, and a global network of manufacturers and suppliers.

✔ **Lead time compression:** Using this three-channel approach, PivIT procured all **88 Cisco Catalyst 9300 units in just three weeks**, despite industry-wide shortages and 400+ day lead times elsewhere.

✔ **White-glove delivery & deployment readiness:** Each switch received "white glove" handling to ensure safe delivery, allowing the customer to move ahead with their network upgrade, and put the latest Cisco gear into production months ahead of time

95% REDUCTION

In lead time vs. standard OEM/VAR quotes

88 UNITS DELIVERED

Full Cisco Catalyst requirement in single production

HARDWARE UPGRADE

Deployed new Cisco gear, extending the life of their architecture

Why PivIT?

PivIT uses its global partner network to source critical hardware when standard VAR channels are backordered or unavailable. By sourcing from multiple suppliers and leveraging in-stock inventory, we deliver high-demand OEM gear, ready for deployment.