

# Game Developer Case Study (Professional Services)

## Client Overview

A leading gaming developer/publisher was rolling out new network gear to offices and facilities across Europe, North America, and East Asia. The hardware was already purchased; they needed it configured, shipped, and installed at dozens of sites without overwhelming their small network team.



### GLOBAL INSTALLS

Completed without hiring more engineers



### REPEATABLE DEPLOYMENT MODEL

For consistent processes across locations in the future



### LEGACY DECOMMISSIONING

Same workflow includes the decom of gear no longer needed

## Client Objective

The client was rolling out new network hardware across global sites while retiring aging equipment — without the budget or headcount to send engineers everywhere.

The core constraints were practical: most sites had no local technical staff, deployments were staggered by location rather than happening in one coordinated wave, and pre-configured hardware needed to ship, arrive, and get installed correctly each time.

They needed a partner who could own the on-site execution — receiving, installing, and cutting over equipment — so their central engineering team could stay focused on configuration and oversight rather than travel logistics.

## PivIT's Solution

PivIT ran the full deployment — logistics, staging, and field installation — through its EXTEND engineering services and global logistics teams:



**Centralized staging and configuration:** New equipment shipped to PivIT's global distribution center, where the customer's engineers remotely accessed and configured each device. PivIT stored the configured hardware at no charge until each site's upgrade window.



**White-glove logistics:** PivIT's Global Logistics team managed shipping from the distribution center to every location, ensuring devices arrived on time and in good condition.



**On-site SmartHands installation:** When shipments arrived, EXTEND SmartHands engineers were on-site to:

- Decommission and ship out legacy gear
- Receive and rack the new devices
- complete physical installation and cutover

## Why PivIT?

PivIT unites global logistics, secure staging, and SmartHands engineers for turnkey network rollouts worldwide. Small network teams configure centrally while we executes on-site, avoiding headaches