



## VIPERLINK PTE LTD

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## *About Us*

### *Background*

Founded more than 10 years ago in 1997, Viperlink's early business offerings – as a P2P networking solutions company – involved client/server platforms deploying intranet solutions. Back then, we worked with established software vendors like Microsoft NT4 and Novell NetWare on IP-based network technologies.

With the rapid progress in technology, the needs of our clients evolved quickly to take full advantage of the latest IT trends. Since then, our technology solutions have kept pace with the fast-changing IT support needs of client businesses. For example, we once offered IT systems maintenance contracts to help clients to troubleshoot and resolve IT systems failure problems that arose.

### *Proactive Solutions*

However, Viperlink's proactive market observation and valuable feedback indicated that businesses and organisations would eventually require robust, stable and viable IT systems that will be able to handle ever-increasing transaction workloads.

This market observation indicated a new service/solution trend. Viperlink could proactively value-add with a managed solution. Yes, a preventive maintenance solution going far beyond the basic ad hoc downtimes caused by systems failures. To fully address this fast-growing and urgent need, we decided to create a better service and solution offering: managed services.

### *Managed Services*

To value-add and solve this complex problem involving the client IT infrastructure, Viperlink created a more dedicated service solution – a unique and personalised solution that goes beyond simplistic ad hoc fault-resolution.

Yes, a service solution that enables us to become or act as the client's IT department on an outsourced basis. In short, Viperlink works as a value-added systems integrator that proactively monitors and examines the client's IT implementation and infrastructure.

Since time means money to a business, this means that Viperlink helps our clients detect possible IT problems and bottlenecks – long before the system can overload and break down – that may cause unprofitable and unproductive business downtime.

### *Viperlink's Action Plan*

Viperlink's action plan is to act as the systems integrator that provides reliable, trustworthy and fully functional managed services.



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Our solution and service focus is proactive preventive maintenance as well as end-to-end life-cycle scalability.

What differentiates Viperlink from other managed services and systems integrators? To fully support our clients' IT life-cycle needs, our solutions and services are specially customised and designed to be fault-tolerant capable for managed services. Most of all, Viperlink's managed services is specially personalised for your company's unique requirements. Yes, a customised solution that fits your business. Something you would implement yourself, just for your business! But you want to focus on and do what you do best: mind your own business.

Now that you know better, you can leave – or outsource your managed services – your IT infrastructure problems to a company that specialises in keeping your IT systems up and running all the time. Why? So that you can concentrate on your business and use your IT resources to make money, more profitably – without bothering about resolving issues of IT complexities.

### *Your Trusted Advisor*

In short, Viperlink becomes the trusted advisor to our clients' IT deployment. How? By offering sound design, reliable services, and robust systems and scalable IT infrastructure solutions.

And with such dedicated IT deployments, you – the client – are assured of optimal business uptimes especially during peak periods of transaction workflow and business operations on a robust yet easy-to-access IT platform that you own.

### *Contact Us*

Need more information? Just send us an e-mail or contact us by telephone. We will be most happy to help you with a solution or managed service that fits your IT infrastructure and business needs.