



VIPERLINK PTE LTD

10 Ubi Crescent #06-16 (Lobby B)
Ubi Techpark Singapore 408564
Tel: +65 6848 7102 Fax: +65 6841 7137
Email: sales@viperlink.com.sg

Our Service Philosophy

Our service philosophy is simple: Viperlink's scalable and robust solutions impact our clients directly by enhancing their business workflow and processes through effective IT systems.

Operating Principles

Our operating principles start with the fundamental values of the individual technical support person in our team. These personal values serve to empower and enable our company values as a service provider to you, our client. In truth, these ideas inspire our collective mindset in the delivery of IT managed services.

Driven by such core values, Viperlink expects to deliver collaborative yet proactive solutions that make a significant impact on our clients' business success. We take the pains out of your IT systems management, and help you focus on what you do best: succeed in your business venture.

Enhanced Value Proposition

In essence, what we do for you translates to better business agility, enhanced IT systems utilisation, and contribute to your business bottomline gains.

Because practical, real-time IT is meant to enhance business effectiveness, you can expect to focus fully on your business, exploit business opportunities, and maximise your business gains or ROI.

You can work confidently knowing that for any systems fault or complex IT issues and problems, you can truly depend on Viperlink – to help you manage your IT life-cycle needs – as your service provider and systems integrator for outsourced managed services.

Put simply, Viperlink's managed services means peace of mind in your business transactions – knowing that your IT infrastructure is in good working order – whenever you need to use this vital business tool.



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Our Operating Principles		
<i>Personal Value</i>	<i>Company Value</i>	<i>WIIFM?*</i> <i>Expectation and Result</i>
Integrity	Acceptance and ownership of objectives and conflict resolution through optimised technical support.	Client satisfaction
Reason	Dedication to performance standards, and timely response to resolve all problems highlighted or unexpected faults that arise.	Client success
Fairness	Equity in relationships to create a win-win partnership consensus.	Mutual trust
Reliability	Proactive client-consultant relationship with a long-term collaboration perspective.	Mutual commitment
Maturity	Mindset of technical information-sharing and facilitating of technical know-how on IT infrastructure matters.	Client self-sufficiency, and peak performance of IT systems
Note: WIIFM? * means What's In IT For Me? (Expectation and Result)		

CEO Benefits:

As the chief executive of your company, your priorities are simple. Your focus is on the key business issues, namely, to maximise and increase your profits, to minimise your business costs, and to fully optimise your organisational resources such as IT infrastructure, manpower, business systems and processes.

We outline the impact of Viperlink’s managed services to your company – viewed in your role as the key decision-maker – as follows:

Insights for the boss, managing director or CEO
Outsourced IT department results in better focus on business issues
Effective tool to support business agility and synergy
Optimised business workflow processes
Maximise business opportunities and business advantage
Up-to-date cash flow and account management



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Cost-effective business support systems implementation
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Manage and allocate resources effectively



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Technology Administrator Benefits:

As the technology administrator, you are the person responsible for the effectiveness and efficiency of your organisation’s IT systems. And you know just how this business tool empowers your company’s day-to-day business processes. In fact, you focus your efforts just to ensure that the business workflow is fully supported with continuous IT system uptimes, and effective response times.

We outline the significance of Viperlink’s managed services to your company – in your capacity as the technology service delivery manager – as follows:

Insights for the CTO or IT systems manager
Support for optimised business workflow processes
Support for IT systems that enhance business opportunities
Support for financial management systems
Support for business transactions and data management systems
Support for resource management
Technical support and routine IT systems maintenance

In Summary

Viperlink works as your preferred systems integrator for managed services. We proactively help you as your company’s trusted advisor. We function as your outsourced IT department.

Viperlink managed service solutions impact you – our valued client – directly and significantly. How? By enhancing your business workflow and processes through effective IT implementations and continuous system uptimes.

Basically, Viperlink’s managed services means “IT peace of mind” to you – anytime, anywhere. So that you can stay focused on your own business.

Your Action Plan

What’s next? Contact us to setup a meeting – to explore how we can help you with outsourcing your IT infrastructure and systems.

Discover how Viperlink’s managed services can deliver real-life IT solutions that empower your business workflow and processes for competitive advantage.



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Yes, call us now. Then, you will discover firsthand and learn more about the direct benefits of outsourcing your IT department. We help you focus single-mindedly on your core business – by handling the troublesome IT problems that do not contribute to your profitability.



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Viperlink value-adds to your company's dynamic business agility through real-life IT solutions.