



VIPERLINK PTE LTD

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Our Solutions

Microsoft Certified Partner

Viperlink's expertise and specialised skill-sets come from actual onsite technology implementations and real-world, live deployments based on the Microsoft platform.

Viperlink – a Microsoft Gold Certified Partner – provides a wide range of field-tested and dynamic, mission-critical solutions for:

- ◆ Advanced Infrastructure;
- ◆ Networking Infrastructure;
- ◆ Information Worker; and
- ◆ Mobility.

Advanced Infrastructure Solutions are designed for high-availability complex infrastructure solutions. Areas of competency are: Active Directory and Identity Management, Exchange Migration and Deployment, Hosting, Systems Management, and Storage solutions.

Networking Infrastructure Solutions are designed for proven proficiency in implementing solutions based on the Microsoft Windows Server or Windows Small Business Server platforms.

Information Worker Solutions are designed for expertise in developing collaboration and group productivity solutions around the Microsoft Office System, including collaboration and messaging, portals and content management, project and process management, and business productivity tools. Areas of competency are: Enterprise Project Management, Messaging and Collaboration, Office Smart Client Development, Desktop Deployment, and Portals.

Mobility Solutions are designed for expertise in developing and deploying Microsoft Windows Mobile – based solutions and applications using Microsoft tools and software. These includes Mobility Systems Integrators, Custom Application Developers, Mobility Independent Software Vendors, Consultants, and Mobile Solutions Resellers.



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Best Practices Methodology

Viperlink's onsite technology installations include a broad range of fully functional solutions. These are specifically designed and customised to meet the unique and special needs of each customer environment and operational business scenario.

At the same time, Viperlink works using the Best Practices Methodology recommended by Microsoft Corp. for systems integration work implemented by certified partners. The concept of Best Practices assures customers of quality solutions, and who can expect solutions that can be serviced and fixed by any capable Microsoft certified IT engineer.

Viperlink's Managed Solutions

In simple terms, the managed solutions and services that you can expect from Viperlink are ***Infrastructure*** solutions (Software Operating System layer) involving:

1. ***Hardware*** systems implementation
2. ***Software*** applications
3. ***Messaging and Collaboration suite*** including: E-mail, SMS, Smartphone, Portal services, Communication server (chat), Calendar/address book, and activity scheduling, E-mail systems such as archiving solutions, disaster recovery, authentication, Real-time collaboration such as application-sharing (for dispersed locations), virtual meetings (out-of-sight collaboration using software applications), and others (as required).
4. ***Security solutions and services*** including: E-mail authentication, Network perimeter and security monitoring, Application security, Transaction security, Intrusion detection, End-point security, and Outbound security through Security policies, and Authorisation levels up to file-level security.
5. ***IT Life-Cycle management and managed services*** involve Viperlink's technical capabilities as a system integrator to provide a wide range of managed services, and act as the client's IT department on an outsourced basis – providing a variety of Microsoft-certified solutions.

IT Life-Cycle Management

Viperlink's managed services for IT life-cycle management and systems design, maintenance and upgrading works involve the following sequence or stages:

- ◆ Stage 1: Introduction
- ◆ Stage 2: Implement and Install
- ◆ Stage 3: Operational
- ◆ Stage 4: Maintenance Contract
- ◆ Stage 5: Retirement



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Various Life-Cycle Stages

Stage 1: Introduction

Introduction involves: Project study, Systems design, and Solution proposal.

Stage 2: Implement and Install

Implement and Install involves: Staging and pilot testing, communicate system status; If OK, the go to Parallel run of current system, and proposed Pilot trial run; When found OK, Escalate to actual “Live run” only when proposed system is confirmed to work without glitches; and then Monitor the “Live run” for fine-tuning and optimum performance.

Stage 3: Operational

Operational involves: Fully operational “Live” system implementation, user training and acceptance of system; IT resources performance monitoring both onsite and remote for workload, etc; and Reporting and optimum performance quality assurance to ensure running systems are OK, and fine-tune; and Systems enhancement (so as to close any performance gaps)

Stage 4: Maintenance Contract

Maintenance Contract which is: A preventive maintenance trouble-shooting exercise to ensure that IT system is working well; and Monitor and inspect system for fault-prevention of any foreseeable bottlenecks or application problems that may critically impact system performance and cause unexpected decline.

Stage 5: Retirement

Systems Retirement is inevitable and will happen some time in the future, and the main reasons are:

- ◆ Systems retirement can happen suddenly due to many factors such as system overload, increased business workflow and transactional volumes, application becomes unable to cope with data throughput in real-time, and a host of other reasons.
- ◆ Systems retirement means that there is a critical need to replace obsolete software applications with better and stable, fully functional yet field-tested software solutions.
- ◆ It is important to note that very often, the latest and hottest version of a software application or solution may not be the most stable in terms of actual performance. This is because these new versions may have unknown software bugs or glitches that have not been detected, noted or fixed by actual field-testing in a “live run” business environment.

Special Maintenance Contracts

Special Maintenance Contracts involve special ad hoc projects:

- ◆ Which happen when only certain system components or solutions such as a software application are needed.
- ◆ This means just providing a software application and managing that part alone.



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Other managed services

This includes any other specific IT systems solution that is not elaborated above.

Call For Action

Now that you know more about Viperlink's expertise – and have become more acquainted with our technical deployment capabilities – please feel free to contact us for a non-obligatory consultative meeting. Yes, we can help you address any technology gaps that you may need to be securely fixed and enhanced.

With Viperlink's extensive onsite deployments on the Microsoft platform, and actual technology implementations, we offer real-world solutions that work to optimise and fully exploit your mission-critical IT resources.