



#### VIPERLINK PTE LTD

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## *Client Testimonial*

Here are some excerpts from a few satisfied clients. These testimonial comments highlight what people, businesses and organisations are saying about Viperlink as an IT service provider. Yes, real-world comments from real people who depend on us to keep their IT systems working, in real-time, in good time.

Viperlink's world of IT managed services is empowering companies in such diverse industry sectors as:

- ◆ Construction (clients include BBR Holdings (S) Ltd – client since 2001, and Singapore Piling and Civil Engineering Pte Ltd – client since 1999, among others),
- ◆ Shipping (clients such as Belship Management (S) Pte Ltd – client since 2000, etc.),
- ◆ Machinery for oil and gas industry (examples include Stock Technology Services Asia Pte Ltd – client since 1998, among others),
- ◆ Offshore oil and gas (including Cape Group Ltd – client since 2002), and
- ◆ Offshore marine services (client list includes Gulf Marine Far East Pte Ltd – client since 2001, etc.)

When it comes to managed services, clients depend on strong support from Viperlink to upkeep and maintain their total IT life-cycle investments for business agility, and facilitate workflow processes to keep pace with their ever-growing business needs.

### ***BBR Holdings (S) Ltd***

One such company is BBR Holdings (S) Ltd, a client since 2001. BBR Holdings depends on Viperlink for their full IT lifecycle and fulfillment needs.

“We recognise the business impact of IT managed services and are pleased to say that we achieve better business agility knowing that our IT support needs are provided by an experienced team from Viperlink,” says BBR Holdings’ Ms Merina Chua. “We can focus on our business processes as we don’t need to worry about IT matters. Whenever we encounter any IT problems and raise our concerns, we find prompt attention and effective resolution that solves our IT infrastructure problems.”

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***Belship Management (S) Pte Ltd***

Belships Management (S) Pte Ltd has been collaborating with Viperlink since the year 2000.

“As a systems integrator that goes beyond just IT systems, infrastructure design and onsite implementation, we depend on Viperlink’s managed services as a value-added service and a powerful business empowering tool,” notes IT Manager, Mr Tay Cheng Peow. “We most certainly see that our company gains a competitive advantage in our business workflow and agility when we can rely on our service provider to help us achieve our business IT workflow objectives.”

***Singapore Piling and Civil Engineering Pte Ltd***

“Since 1999, we have a good working relationship with Viperlink. Their technical team supports our company’s IT infrastructural needs with solutions-based, end-to-end managed services,” highlights Mr Lee Kim Huat, Director at construction firm Singapore Piling and Civil Engineering Pte Ltd. “We can focus on our core business and leave the IT issues to experts who can help us manage out IT systems well. That way, we can just concentrate and pay attention to our business with peace of mind.”

***Performance Scorecard***

All companies who provided client testimonials have placed a high level of trust in Viperlink as their service provider for managed services. Feedback comments for the Performance Scorecard averaged 4-plus points out of 5, when evaluated for user satisfaction and reliability, and enhanced and optimised business agility through the managed services provided.

Viperlink scored a full 5 out of 5 on the Performance Scorecard when evaluated for speedy response to IT complaints and problems, as well as providing and suggesting better IT solutions, and design prototypes.

Most, if not all, of Viperlink managed services clients gave a Performance Scorecard value of 5 out of 5 maximum rating – and indicated that they would strongly recommend Viperlink’s managed services and solutions.

These open endorsements mean that potential clients and prospects – from other companies and organisations – who are looking to outsource their IT departments, can feel confident when contacting Viperlink with no worries about quality assurance.



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***Viperlink’s Managed Services Highly Regarded***

In essence, Viperlink’s managed services are highly recommended by present day client-users who are gaining from the services and solutions, and who give an outright “Yes, you can subscribe to these offerings now!”

Mr Lee Kim Huat of Singapore Piling and Civil Engineering notes: “It’s very important to have the right trusted advisor for IT infrastructure. Just like our piling work, a good foundation enables us to optimise our time and effort. That’s why we trust Viperlink to help us with our IT managed services. In fact, prospective clients can depend on them just like us.”

Ms Merina Chua of BBR Holdings highlights: “We have a good business partner relationship with Viperlink because their IT solutions work well with our IT investments, and we derive good value from this work arrangement. If you have a need, why not contact them?”

Belship Management IT manager, Mr Tay Cheng Peow concludes: “Our collaboration with Viperlink has enhanced our effectiveness and reliability with cost-effective IT managed services, and is today a valuable asset to our company’s business delivery and workflow. I think you will also gain when you contract your IT needs to Viperlink’s technical support team.”

***Chart 1: Performance Scorecard***

<b>Performance Scorecard:</b>		
Please rate our service performance and your satisfaction level, on the scorecard scale as follows:		
<b>Scorecard</b>	<b>Satisfaction Level</b>	<b>Word-of-Mouth Prospect Reference</b>
<b>5</b> out of 5 points	Excellent	Strongly recommend prospect
<b>4</b> out of 5 points	Very Good	Can recommend prospect
<b>3</b> out of 5 points	Satisfactory	Average
<b>2</b> out of 5 points	Below Expectations	Cannot recommend
<b>1</b> out of 5 points	Poor	Cannot recommend