

# Corporate Overview

## Linking Technology to Business Transformation

### Overview

CyberlinkASP is the trusted Advanced Solutions Provider for small and mid-size businesses, specializing in cloud and IT solutions with a commitment to data security, business continuity, and 24x7 US-based support. Our team of IT experts delivers secure, compliant solutions tailored to each client's unique technology needs, enabling access to any application from any device, securely and cost-effectively. CyberlinkASP empowers businesses to achieve seamless growth with the peace of mind that their IT needs are fully covered.

Our experienced IT team brings decades of knowledge to every engagement, offering hard-to-find skill sets at a fraction of the cost of hiring in-house. Trusted by over a thousand of SMBs nationwide, we provide tailored, award-winning solutions that address common challenges and empower businesses to confidently invest in technologies that drive growth, efficiency, and security. Through proven strategies and a customer-first approach, we continue to deliver transformative IT solutions that support long-term success.

### Solutions

CyberlinkASP specializes in building modern, compliant, secure solutions tailored to client needs, leveraging ideal application and cloud technologies to fit business goals and budgets. As one of the nation's largest Virtual Desktop providers and Citrix's Partner of the Year (2023), we enable businesses to securely and cost-effectively access any application from any location on any device. Our services include hosting and supporting essential applications like Microsoft 365, Microsoft Dynamics, Sage, and SYSPRO, empowering small and mid-sized businesses to offload application management while preserving years of customization.

### Industry Expertise

Our solutions are designed to help businesses comply with strict regulations like HIPAA, GDPR, and CCPA, protect data, and maintain operational continuity. By providing 24/7 US-based support and guaranteeing 99.99% uptime, we ensure critical systems for hospitals, law firms, utilities, and other organizations remain reliable and secure. Our proactive monitoring and expert support deliver peace of mind and a personal touch, ensuring potential issues are resolved before they escalate.

### Quick Facts

- Year Founded: **1999**
- Headquarters: **Dallas, TX**
- Total Employees: **67**
- Number of Clients: **1,000+**
- Guaranteed Uptime: **99.99%**
- Data Restoration: **100%**
- Service Level Coverage: **99.99%**
- Data Centers: **4**
- Data Center Locations:
  - **Dallas, TX**
  - **St. Louis, MO**
  - **Pittsburgh, PA**
  - **San Diego, CA**
- **Solutions:**
  - IT Outsourcing
  - Virtual Desktop
  - Cybersecurity
  - Cloud
  - Business Continuity / Disaster Recovery
  - Application Hosting
- **Industries Served:**
  - Healthcare
  - Financial Services
  - Professional Services
  - Legal
  - Life Sciences
  - Small Business
  - Manufacturing

# CyberlinkASP's Platform of Services



## IT Outsourcing



## Virtual Desktop



## Cybersecurity



## Cloud



## Business Continuity / Disaster Recovery



## Application Hosting

### IT Outsourcing

End-to-end management of IT infrastructure and support, ensuring compliance with industry standards and regulations, while providing businesses with expert services, reduced costs, and the freedom to focus on core operations.

- 24/7 Monitoring
- Comprehensive Maintenance & Support
- Tailored IT Management Plans

### Virtual Desktop

Secure, compliant, cloud-hosted virtual desktops powered by Citrix technology, offering reliable access to applications and data from any device, anywhere, with advanced security and scalability.

- Enhanced Security
- Unified User Experience

### Cloud

Scalable, secure, high-performance cloud solutions that enable seamless, compliant, secure access to data and applications from anywhere, optimizing performance and supporting remote and hybrid work environments

- Scalable hosting for ERP systems (Epicor, SYSPRO, Microsoft Dynamics GP) and other critical applications.
- Disaster recovery and daily off-site backups for secure data storage
- Optional Virtual Desktop integration for seamless desktop management

### Cybersecurity

Advanced threat protection with encryption, multi-factor authentication, proactive monitoring, and compliance with regulations like HIPAA, GDPR, and CCPA to keep data and systems secure.

- Advanced threat detection and endpoint protection
- Multi-factor authentication and encryption for secure access
- Vulnerability Assessments
- Remediation
- Compliance Support

### Business Continuity / Disaster Recovery

Comprehensive solutions to safeguard critical data, ensure compliance with regulations, and protect systems, enabling rapid recovery and uninterrupted operations during disruptions or emergencies.

- Off-site backups and automated failovers
- Rapid recovery plans tailored to desktop and application environments
- Scalable solutions for data-heavy operations

### Application Hosting

Reliable, cloud-based hosting for critical business applications like Microsoft 365, Microsoft Dynamics, Sage, and SYSPRO, ensuring compliance, seamless performance, accessibility, and security.