# Transform Your Enterprise with AI-Driven Managed Services

**Your 24/7 Intelligent IT Backbone — Automated, Secure, and Built to Scale**

IT teams today operate under constant pressure to ensure uptime, security, and performance across increasingly complex, hybrid environments. Meeting these demands requires more than traditional support.

iLink Digital delivers AI-powered Managed Services designed for agility, resilience, and scale. Our 24x7x365 Network Operations Center proactively anticipates issues, automates resolution, and enhances visibility across your IT landscape. Backed by intelligent automation and a global team of certified experts, we help transform IT operations into a strategic advantage.

## Our Core Service Offerings

**AI-powered Monitoring**
AI-powered visibility across applications, infrastructure, and networks for proactive issue detection.

**Automated Incident Management**
Accelerated resolution through intelligent triage and workflow automation.

**Tiered L1–L3 Support**
Tailored coverage based on incident severity, priority, and business impact.

## Flexible Support Tiered For Your Needs

**01**
**L1 Support**
AI-assisted first response, basic issue triage

**02**
**L2 Support**
Deep technical troubleshooting with automation triggers

**03**
**L3 Support**
Expert resolution, root cause analysis, and architecture-level fixes

## Tiered SLA Framework

| Severity | Response Time | Target Resolution Time |
|---|---|---|
| S1 – Critical | 30 minutes | 2 Hours |
| S2 – High | 30 minutes | 4 Hours |
| SS3 – Medium | 30 minutes | 8 Hours |
| S4 – Low | 4 Hours | 3 Working |

## Why Partner With iLink Digital?

iLink Digital goes beyond support—delivering AI-powered, secure, and scalable IT operations.

**AI-Led ITSM** – Predictive SLAs, smart dashboards, and automated resolution

**Certified Cloud Expertise** – Azure, AWS, GCP, Linux, Windows, Kubernetes

**Always-On Security** – 24/7 monitoring, SIEM integration, and compliance-ready

**Scalable Delivery** – Flexible service tiers tailored to business growth

**Built-In Governance** – Automated patching, risk controls, and audit support

## Built For Modern Enterprises

From strategic platform support to day-to-day incident handling, iLink's Managed Services empower internal teams to focus on innovation while we manage the complexity.

**We support:**

01 Azure, AWS, GCP, Multi & Hybrid Cloud, and On-premises Environments

02 Windows, Linux, and database ecosystems

03 Enterprise-grade security operations and monitoring

04 Application performance management and observability

05 IT compliance and audit readiness

06 Infrastructure cost optimization and cloud resource management

## Let's Start The Conversation

Whether you need round-the-clock support or a long-term operational strategy, iLink Digital delivers the expertise, structure, and reliability your business demands.