

# Our Core Service Offerings

transform IT operations into a strategic advantage.

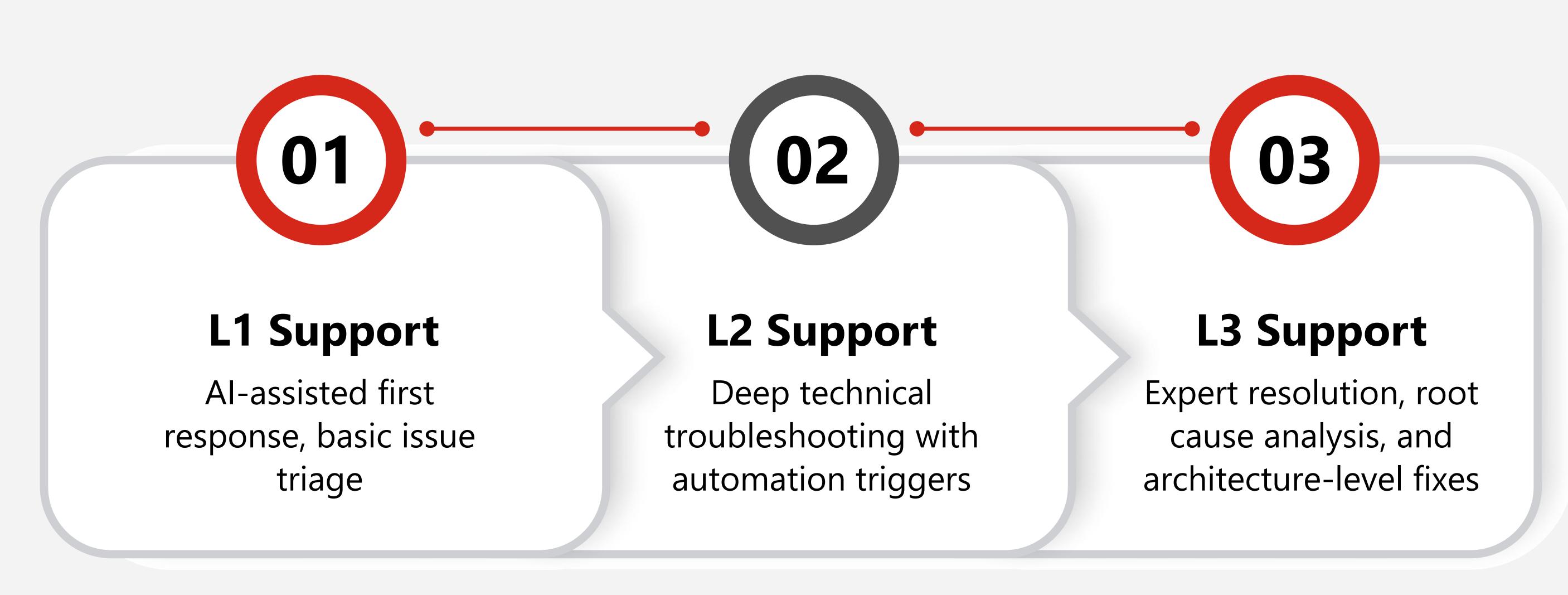
Center proactively anticipates issues, automates resolution, and

automation and a global team of certified experts, we help

enhances visibility across your IT landscape. Backed by intelligent



## Flexible Support Tiered For Your Needs



#### 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:



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



Windows, Linux, and database ecosystems



Enterprise-grade security operations and monitoring



observability

Application performance management and



IT compliance and audit readiness



Infrastructure cost optimization and cloud resource management

Let's Start The Conversation

expertise, structure, and reliability your business demands.