



SafeLink

SERVICES 2024

Network Setup and Maintenance:

- ❖ Comprehensive analysis and design of network architecture.
- ❖ Installation and configuration of networking hardware and software.
- ❖ Ongoing network maintenance, monitoring, and optimization.
- ❖ Regular updates and security patch management.
- ❖ Troubleshooting network issues and providing timely resolutions.
- ❖ Cybersecurity Services:

Firewall Management:

- ❖ Implementing and managing robust firewall solutions.
- ❖ Threat Detection: Utilizing advanced tools to identify and mitigate security threats.
- ❖ Incident Response: Developing and implementing strategies to respond to security incidents promptly.
- ❖ Vulnerability Assessments: Regularly assessing the system for potential vulnerabilities.
- ❖ Security Audits: Conducting comprehensive audits to ensure compliance and security standards.

Troubleshooting:

- ❖ Rapid diagnosis and resolution of hardware and software issues.
- ❖ On-site and remote troubleshooting services.
- ❖ 24/7 support for critical incidents.
- ❖ Expert assistance for resolving complex technical challenges.
- ❖ Customized troubleshooting packages tailored to client needs.

System Upgrades:

- ❖ Assessment of existing systems and infrastructure.
- ❖ Planning and execution of system upgrades for hardware and software.
- ❖ Seamless migration to new technologies and platforms.
- ❖ Performance optimization for enhanced system efficiency.
- ❖ Continuous monitoring for potential upgrade opportunities.

Comprehensive IT Support Package:

- ❖ All-inclusive IT support covering network, cybersecurity, troubleshooting, and upgrades.
- ❖ Tailored service packages to meet specific organizational needs.
- ❖ Dedicated support personnel for prompt assistance.
- ❖ Regular updates and proactive system management.
- ❖ Scalable solutions to accommodate the evolving needs of the client.

Network and Security Equipment Reselling:

- ❖ Elevate your IT infrastructure with SafeLinkSolutions' premium network and security equipment reselling services. We offer top-tier products from trusted vendors, ensuring quality, competitive pricing, and tailored recommendations to meet your unique needs. Simplify your procurement process, enhance reliability, and benefit from our consultative approach for informed decision-making. Choose SafeLinkSolutions for a one-stop solution that combines exceptional services with cutting-edge equipment.

*It's important to note that rates can vary widely depending on factors such as the technician's skill level, experience, location, and the complexity of the projects. Additionally, rates can be influenced by the company's policies and market demand. **Prices do not include VAT.**

Service Level Agreements (SLAs) Overview:

At **SafeLinkSolutions**, we understand the importance of providing our clients with a clear and structured framework for our services. To ensure a seamless and transparent partnership, we offer Service Level Agreements (SLAs) that clearly define the scope of services and establish expected response times for different support tiers. Our SLAs are designed to prioritize your business needs, enhance communication, and guarantee a high level of service excellence.

Key Components of Our SLAs:

Scope of Services:

- ✓ A detailed outline of the specific services included in our agreement, tailored to meet the unique requirements of your organization.
- ✓ Clearly defined responsibilities, ensuring a shared understanding of the tasks and deliverables.

Response Times:

- ✓ Establishment of response time objectives based on the criticality of the issue.
- ✓ Different support tiers with corresponding response time commitments, allowing you to choose the level of urgency that suits your needs.

Communication Protocols:

- ✓ Defined channels of communication for incident reporting and updates.
- ✓ Regular progress updates and status reports to keep you informed throughout the resolution process.

Escalation Procedures:

- ✓ Transparent escalation pathways in the event that an issue requires additional attention.
- ✓ Clearly outlined steps for escalating issues to higher support tiers or management.

Performance Metrics:

- ✓ Metrics to measure the performance of our services, ensuring accountability and continuous improvement.
- ✓ Regularly scheduled reviews to discuss performance metrics and identify areas for enhancement.

Advantages of Our SLAs:

- **Clarity and Transparency:** Clearly defined expectations and commitments ensure mutual understanding and transparency in our partnership.
- **Risk Mitigation:** By establishing clear expectations and response times, we mitigate risks and proactively address potential challenges.
- **Customization:** Tailored SLAs allow you to choose the level of support that aligns with your business priorities and budget.
- **Continuous Improvement:** Regular reviews and performance metrics provide opportunities for continuous improvement, ensuring the optimization of our services over time.

Partnering with **SafeLinkSolutions** and leveraging our SLAs means not just receiving exceptional IT services but also gaining a reliable and accountable technology partner dedicated to the success of your business.



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