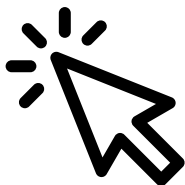




SAFELY ENABLING BUSINESS
**SERVICE DESK AND
ESCALATION PROCESS**

THE FASTEST WAY TO SECURELINK'S SUPPORT SERVICE*

*P1 tickets must be confirmed by phone.



SECURELINK SERVICE DESK PORTAL

<https://support.securelink.be>

Your personal SecureLink account gives you access to your support tickets and their history. Use this website to monitor the progress of your tickets and communicate with our support engineers.



PHONE

+32 78 77 00 24

We're at your service during business hours from Monday to Friday between 8h30 and 17h30.

To access our Service Desk outside of business hours and on Belgian national holidays, you can use the same phone number with your PIN code.

ESCALATION PROCESS

01

ESCALATION LEVEL

OPERATION ESCALATION TEAM

Is your SLA not being met? Is your ticket in need of more attention than what it's currently receiving?
Contact our Escalations Team.



+32 (0)493 40 38 97



Escalations@securelink.be

02

ESCALATION LEVEL

MANAGEMENT TEAM

In case the Escalations Team is unable to provide you with the help you need; you can contact our Operations Manager.



+32 (0)492 25 52 01

03

ESCALATION LEVEL

GENERAL MANAGER

Our General Manager covers the final step in our Escalation Process



+32 (0)492 25 51 99

SECURELINK

Safely Enabling Business

SecureLink specializes in the design, the implementation and the support of the most reliable and innovative networking, virtualization, security and data center infrastructure solutions. Over the years, we have become one of the largest Pan-European cyber security integrators.

We supply more than just advanced technology; we are also service providers who offer vendor-independent advice. Thanks to our extended security expertise, we are able to solve the most complex cyber security challenges.

Our experience in Managed Security Services offers you security and continuity. The SecureLink cybersecurity specialists are available 24/7 to assist you from the Cyber Defense Center. Our experts are known for their results-oriented, no-nonsense approach and strong expertise.

SecureLink's know-how, passion and personal customer approach result in an innovative service, high customer satisfaction and acknowledgement from the most renowned vendors in the industry. We safely enable your business.

Fields of expertise:

- Secure Workspace
- Virtualization
- Next Generation Security Gateways
- Endpoint Security
- Proxy Security Gateways
- Managed Services
- Dynamic Network Access Control
- Core Network Services
- Secure Infrastructure
- Visibility & Analytics
- Cloud Security