

S24 CloudLink™

Real-Time Visibility into System Performance and IT Service Management

Enterprises require around-the-clock support to ensure optimal performance of their mission-critical systems. S24 CloudLink, a secure client support extranet, provides Secure-24 clients instant access to a wealth of information including: service status, system performance, support catalog, knowledge articles and real-time access to Secure-24 technicians — at no additional cost — and with complete transparency to system and application performance.

Key Features

- **24x7 Support**
Accessible at any time, from anywhere.
- **Extensive Troubleshooting**
Knowledgebase - Get technical tips, best practices and recommended problem-solving steps.
- **Managed Services Details**
Information including sizing, services, backups, service tickets, capacities and alerts.
- **Online Support**
Access self-service support, log support requests and chat live with our helpdesk.
- **Customizable Support Catalog**
Submit support requests by asking the right questions the first time.
- **Advanced Integrations**
Access to cutting edge Web services for real-time transparency with partners and vendors.

Get Connected: Your Link to Real-Time Support

S24 CloudLink is a secure customer portal and your convenient, real-time access to service and support including: system performance, reporting issues, opening service tickets and ordering new services.

Mission-critical systems operate 24x7x365, so whether it's 3 p.m. or 3 a.m., at the click of a mouse, you get what you need, when you need it, at any time and from anywhere.

Easily access S24 CloudLink through your workstation or mobile device for data aggregated from different sources into a single-entry point. S24 CloudLink also provides access to ITIL-based service application tools, enabling users to monitor and manage their IT infrastructure.

Intuitive Self-Service Through Customizable Dashboards

When you log on to S24 CloudLink, you can access your customized dashboards and view topics and content relevant to your specific applications and infrastructure. S24 CloudLink provides a single point of entry to the information and tools you need, with intuitive navigation.

With a single glance at a dashboard, users have a window into the service status, system health, ticket reports, a tailored support catalog and ITIL-based management (including incidents, service requests, change approvals and much more).

Throughout S24 CloudLink, graphical representation of service metrics allows intuitive measurement, enabling quick access to detailed data logs for bandwidth, disk usage, memory consumption, bandwidth reporting and much more.

Your data is secure and available when you need it – at any time, from anywhere.

Key Benefits

- **No Additional Costs**
Extended to clients with no additional licensing fees.
- **On-Demand Metrics**
Easy access to customized reports for bandwidth, backups, system health and much more.
- **Real-time Visibility into ITIL-Based Services Management**
Monitor the status of service tickets.
- **Easy Integration**
Integrate your existing ITSM platform for little to no cost.

Secure-24 Technical Experts Working for You

At Secure-24, our commitment extends beyond your initial implementation. We are committed to providing world-class support technologies and we are dedicated to helping ensure your business success.

Secure-24 support analysts are never more than a click away and they are focused on rapid resolution of your technical issues. Rapid resolution of your issues and providing a superior customer service experience are our priority.

Integration at Its Best: S24 CloudLink Enterprise Web Services

S24 CloudLink Enterprise Web Services is a premium integration service enabling deeper levels of partnership. It delivers essential web hooks utilizing RESTful standards providing users with self-service API access to automate tasks, integrate platforms and provide transparency into reporting.

Web services clients gain real-time transparency through seamless integration between ticketing platforms and third-party tools for visibility into service, systems and support requests. Key features include:

- Seamless user experience when mapping across platforms
- Interactive documentation and a developer sandbox
- Integration using modern RESTful standards
- Point-to-point SSL encryption for secure communications
- Self-service model allowing clients to integrate at their own pace
- Detailed integration event logs
- Sub production environments for development/testing

To get started with S24 CloudLink, visit www.secure-24.com or cloudlink.secure-24.com.

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Performance. Innovation. Trust. Comprehensive Managed Cloud Services.

For more information about S24 CloudLink, visit secure-24.com or call +1.800.332.0076 to speak to a Secure-24 representative.

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