

UPLINK IT Services Catalog

Powering Your Business Through Reliable, Secure, and Scalable Technology

Executive Summary

UPLINK is a Barbados-based technology solutions provider dedicated to delivering reliable, secure, and scalable IT services that help organizations improve operational efficiency, reduce downtime, and strengthen functionality. As businesses increasingly depend on technology to support daily operations, UPLINK provides a comprehensive portfolio of managed services designed to ensure that IT infrastructure remains available, protected, and aligned with business objectives.

This proposal outlines UPLINK's service offerings, service management approach, and commitment to delivering measurable value through proactive IT support, network management, cybersecurity solutions, cloud services, data protection, WiFi management. Our service delivery model is built on industry-recognized IT Service Management (ITSM) principles, ensuring consistent service quality, clearly defined service levels, and structured escalation procedures.

UPLINK's approach emphasizes proactive, preventative maintenance, rapid incident response, and continuous improvement. By combining technical expertise with a customer-focused support model, we help clients minimize operational disruptions, enhance system performance, and maintain secure and reliable technology environments.

Key benefits of partnering with UPLINK include:

- Management of critical IT systems
- Reduced downtime through structured support and incident management
- Cybersecurity and data protection measures
- Scalable cloud and infrastructure solutions
- Improved visibility and control through reporting and analytics
- Access to experienced technical professionals and escalation resources

Through our comprehensive service catalog, UPLINK provides organizations with a single trusted partner for managing technology operations while enabling internal teams to focus on core business activities. Our goal is to deliver technology solutions that support business growth, improve productivity, and provide long-term value to our clients.

Managed IT Services

Our Managed IT Services provide complete peace of mind by proactively monitoring, maintaining, and supporting your entire IT environment. We don't wait for problems to happen — we prevent them before they impact your business.

- System performance analysis
- Maintenance & updates
- Remote and onsite support
- Network support
- Server management
- Computer builds
- Printers

Network Design & Cabling Management

A strong network is the backbone of your business. We design, install, and manage reliable network infrastructures that ensure fast, secure, and stable connectivity.

- Structured network cabling (CAT5/CAT6)
- Network optimization & troubleshooting
- Switch, router & firewall setup
- Cable management
- Network cabinet installations

Server Management

We keep your servers running at peak performance with proactive approach, security updates, and performance optimization. Whether on-premise or virtual, we ensure your servers are secure, stable, and scalable.

- Server setup & configuration
- Management & updates
- Performance optimization
- Backup & disaster recovery planning
- RAID management

Cybersecurity Services

Cyber threats are constantly evolving. We protect your business with layered security solutions designed to prevent data breaches, ransomware attacks, and downtime.

- Firewall & endpoint protection
- CCTV security
- Data protection & access control
- Employee security awareness guidance
- Antivirus deployment

Cloud Services

Move your business forward with cloud solutions that increase flexibility and reduce costs. We help you migrate, manage, and secure cloud platforms tailored to your business needs.

- Cloud data migration
- Microsoft 365 & cloud email
- remote access solutions
- Data cloud management

Data Backup & Disaster Recovery

Protect your business from data loss with reliable backup and recovery solutions. We ensure your critical data is always protected and quickly recoverable.

- Automated backups
- Data recovery
- Continuity planning
- Secure off-site storage

Help Desk & Technical Support

Our friendly and knowledgeable support team is ready to assist your staff whenever issues arise. We provide fast, reliable support that keeps your team productive.

- Remote & onsite support
- Troubleshooting hardware
- User account management
- Software troubleshooting

IoT Devices

IoT bridges the gap between the physical and digital worlds. They are designed to increase efficiency, provide real-time visibility, automate tedious processes, and improve convenience in everyday life.

- Temperature sensors
- Appliances
- Biometric scanners
- Mainframe motherboards

IT Consulting & Strategy

Technology should support your business goals. We provide expert guidance to help you make smart IT decisions that drive efficiency and growth.

- IT planning & assessments
- Infrastructure upgrades
- Technology roadmaps

Additional services are available on request

PRIORITY MATRIX (response time & target priority)

PRIORITY	EXAMPLE	RESPONSE TIME	TARGET RESOLUTION
P1-CRITICAL	Entire Network down, Major security breach, Business outage	1 Hour	4 - 8 Hours
P2-HIGH	Multiple users affected, Important service unavailable	4 Hours	Same business day
P3-MEDIUM	Single user issue, Degraded performance	8 Hours	1 – 2 Business days

PRIORITY	EXAMPLE	RESPONSE TIME	TARGET RESOLUTION
P4-LOW	General request, Training, Minor changes	1 Business day	Scheduled arrival

Information Technology Service Management (ITSM) Table

The table below displays an IT Operations Service Catalog, which serves as a menu of IT services available regarding an organization, in terms of what is contained within a service, who is responsible, how to request a service and the service level expectations.

IT Service Name	What The Service Entails	Availability of Service & Time	How To Request The Service	Service Level (SLA)	Dependencies & Limitations
MANAGED IT SERVICES	End-user technical support, troubleshooting, software assistance, hardware issues, and general IT maintenance.	Monday-Friday 8:00 AM-5:00 PM (Emergency support available)	Email, phone call, WhatsApp	Critical: 1 hour, High: 4 hours, Medium: 8 hours, Low: 24 hours	Requires active support agreement and remote access permissions. Hardware replacement may incur additional costs.
NETWORK DESIGN & CABLING MANAGEMENT	Configuration, Cabling, maintenance, and optimization of routers, switches, WiFi systems, and internet connectivity.	Scheduled maintenance outside business hours	Email, phone call, WhatsApp	Critical: 1 hour response, standard requests: 1 business day	Dependent on ISP availability and network infrastructure.
CYBERSECURITY SERVICES	Firewall management, antivirus protection, security updates, vulnerability assessments, and CCTV security.	Monitoring and maintenance during scheduled time windows	Email, phone call, WhatsApp	Security incidents: immediate response, general requests: 1 business day	Protection effectiveness depends on user compliance and supported systems.
CLOUD & EMAIL SERVICES	Management of Microsoft 365, Google Workspace, cloud storage, user accounts, and email migration	Monday-Friday 8:00 AM-5:00 PM	Email, phone call, WhatsApp	Critical service disruption: 2 hours, standard requests: 24 hours	Dependent on third-party cloud provider availability.

IT Service Name	What The Service Entails	Availability of Service & Time	How To Request The Service	Service Level (SLA)	Dependencies & Limitations
DATA BACKUP & DISASTER RECOVERY	Automated backups, data restoration, disaster recovery planning, and backup monitoring.	Backup monitoring daily, recovery support as contracted	Email, phone call, WhatsApp	Critical data recovery: immediate response, standard restores: 4–8 hours	Recovery time depends on backup integrity, internet/transfer speed, and data size.
SERVER MANAGEMENT	Proactive monitoring, security updates, performance optimization, and software upgrades.	Monday–Friday 8:00 AM–5:00 PM (Emergency support available)	Email, phone call, WhatsApp	Critical: 1 hour response, High: 4 hours, Medium: 8 hours, Low: 24 hours	Requires active support agreement and remote access permissions. Hardware replacement may incur additional costs.

Cost table

HOURLY	PROJECTS	EQUIPMENT	PROJECT EQUIPMENT
\$160 (outages/disruption/failure)	Rounded figure for labor and or equipment.	Low cost equipment under \$100 can be added to invoice, above \$100 will be forwarded to person of hirer.	Down payment for equipment in full or purchase process is forwarded to person of hirer.

UPLINK remains committed to excellence, innovation, and customer satisfaction, positioning us as a trusted managed services provider for businesses throughout Barbados. With our expertise on what a business needs to function day-to-day and how devastating downtime can be for an employee in an organization.

- Proactive and reactive IT support
- Experienced and reliable technicians
- Scalable solutions for growing businesses
- Clear communication and transparent pricing

Let Uplink be your trusted IT partner. We handle the technology so you can focus on what matters most — your business.

