

SUPERIOR NETWORKS. INFINITE SCALE.

Only CommandLink truly addresses the needs of enterprise clients with our proprietary CommandLink ITSM.

The CommandLink ITSM provides a **single pane of glass** management console specifically built to **scale** enterprise technology management. Analyze, monitor & **automate** support workflows, simplifying management of the technology stack for I.T.

SD-WAN | Global Internet | UCaaS | CCaaS | SASE | Service Management

IT SCALABILITY:

- Proprietary ITSM, **consolidating** technology management, billing, configurations, and analytics at scale
- **Real-time** support case creation with custom workflows based on time, issue, and location
- 5K+ carriers **globally**
- Consolidated **custom billing** with unique enterprise requirements
- Next business day hardware fulfilment to 100+ countries
- Global **Microsoft Teams** direct routing integration
- Pre and post sales consulting, design, and **proprietary** global carrier procurement systems

ZERO ESCALATIONS:

- **24/7** US based tier-3 engineering support **thanks** to our 100% voice/data SLAs
- **1 hour** change management SLA
- Monitor, manage, and resolve issues related to **non-CommandLink** services
- Real-time **SNMP** polling monitoring bandwidth utilization, connectivity, traffic, latency, packet loss, ping, and speed
- **Dedicated** project manager, managing custom deployments at scale without business disruption



BRILLIANT SUPPORT. **INFINITE** SCALE.

CommandLink makes it easier for your team to get more done with less effort and time. Your organization gets a dedicated 24/7 engineering POD that handles all your support needs and knows your business and solutions.

COMMAND|POD



You will have a dedicated team called a Command|POD



Every Command|POD is made entirely from Tier-3 Engineers



24/7/365 and 100% Domestic

GET STARTED

WWW.COMMANDLINK.COM

NO ESCALATIONS

One (1) Hour Configuration Change SLA Commitment

SLA

<10 Minute SLA to have a Tier-3 Engineer engaged/acknowledged

IT AUTOMATION

Build a fully integrated custom alert policy for your entire tech stack with granular workflows based on time of day, user, location, service, and more.