



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

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.



A SYSTEM TWO DECADES IN THE MAKING

Customer's Do NOT Want

- To Wait on Hold
- Talk to Call Center Minions
- Start the story over with every call
- Tickets going into Black Holes
- To Waste Time

CommandPODs

24/7 Dedicated Engineering Support

Customer: Needs to Speak with Engineering Support

CommandLink

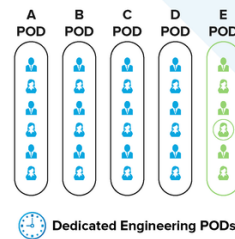
CommandLink **Auto-Creates** Support Case via Monitoring or Customer can initiate in <1min from the Dashboard

CommandLink's platform automates support workflows on network outages, but a customer can also open support cases in <1Min. From the CommandLink dashboard

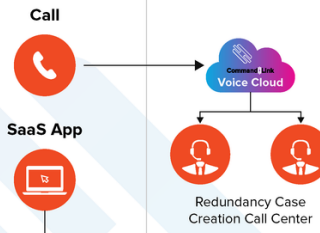
CommandLink

24/7/365 Response from Your CommandPOD team of Engineers

Every support case handled by a team who knows you, your environment, and is trained to avoid a customer ever having to escalate.



Dedicated Engineering PODs



CommandLink

Hold Time Eliminated

Logically distribute calls across users to support customers and manage vendors



CommandLink

Auto Routing via Algorithm

Assignment to the Customer's CommandPOD to a specific engineer who has had interactions with the Customer previously, with the right skillset, and the availability for the workload

COMMAND | PODs

100% Dedicated Tier-3 Engineering Support/NOC PODs

COMMAND | LINK

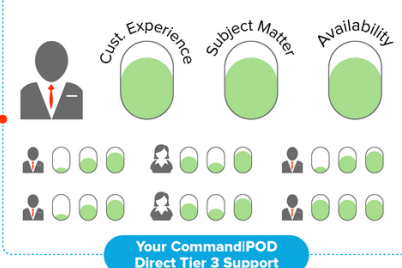
Monitoring, Call, Portal or API Creation

Customer Support Request

- Config Change
- Service Issue
- Analytics Help
- Consulting

Proprietary Support Case Routing

Proprietary Support Software & Assignment



FAST & SECURE
Config Changes

1 HR
SLA

We Track Every Config Change For Security

Every Network is Unique
Command | PODs support Custom

Support Your Network
Like its **Our Own.**

Eliminate tiered support hell & problems.
Get Urgent + Smart + Dedicated Support

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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
- **Direct APIs** with utility companies, enabling smarter and faster case **resolution**
- 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