

WHY COMMANDLINK?

COMMANDLINK

PRODUCTS:

- Global SD-WAN
- Security & SASE
- Global ISP network
- UCaaS/CCaaS
- MS Teams Voice
- Ticketing automation

DIFFERENTIATORS:

- **Proprietary** ITSM platform
- **100%** tier-3 engineer support
- **100%** voice & data SLAs
- **Custom** support workflows
- **Proprietary** billing platform
- **Proprietary** project management platform
- **One** global MSA
- **Ubiquitous** SNMP monitoring

BACKGROUND:

- CommandLink began as a software developer and evolved into a global network, security and voice provider.
- Thanks to our unique software capabilities, CommandLink built a **proprietary** platform to **solve** the industry's biggest technology headaches.

HOW WE DO IT:

- CommandLink **consolidates** your core infrastructure, technology management, billing, trouble tickets, analytics, and security into a single-pane-of-glass **platform**.
- Thanks to our 100% voice and network availability and support **automation**, CommandLink is able to offer **direct** access to a dedicated team of tier-3 support engineers 24/7/365.
- CommandLink provides **lightning-fast** global secure connections to every location, app, and data center as a single native cloud service.

SUPERIOR OUTCOMES:

- Save **hundreds** of IT hours and unnecessary headaches
- Cleaner, faster, easier, seamless installs

AWARDS:

- SD-WAN Product of the Year
- ITSM Visionary Spotlight Award
- UCaaS Product of the Year
- NaaS Product of the Year
- 'Supplier of the Year' for three global distributors
- AT&T Strategic Growth Partner of the Year

01

TIME

Save hundreds of IT and support hours by eliminating vendor sprawl, automating support, and leveraging our comprehensive ITSM platform.

02

PRICE

By consolidating your vendor relationships with CommandLink, you will lower your overall cost by consolidating your purchasing power.

03

SUPPORT

The proprietary CommandLink ITSM platform enables you to customize and automate your network management with tier-3 POD support.

COMMANDLINK CASE STUDY



CLIENT:

- Global Fortune 500 company
- Named 'World's Most Admired Company' by Fortune Magazine
- HQ in France with thousands of locations across the globe

CHALLENGES:

- Massive deployment schedule
- Dispersed network and vendor sprawl
- Lack of visibility/control
- Manual support processes

BACKGROUND:

The client has worked with different aggregators for the past fifteen years in an effort to find a vendor who can alleviate service delivery issues, reduce manual IT labor, and properly manage their massive network.

OBJECTIVE:

- The primary goal was to streamline quotes, orders, delivery, and management across the entire globe at massive scale without any problems and very little effort.
- The client needed a platform that could not only manage their network, but oversee the procurement and deployment of new services.
- Due to the scope of the network, the client needed a platform with significant automation capabilities.

SOLUTION:

- After a three year trial period, CommandLink became the client's single source for connectivity as quickly as they can transition each location.
- CommandLink's dedicated delivery team not only manages the client's new service deployments 24/7, but helps design the solutions as well.
- CommandLink helped save thousands of IT support hours by customizing and automating the support of every location and service across the globe.

OUTCOME:

- Flawless and effortless service deployments
- Thousands of manual IT support hours saved
- Unified procurement, management, and support
- 24/7 dedicated support from tier-3 engineers

01

SCALABILITY

The CommandLink ITSM made ordering and managing new services quick and flawless.

02

SOFTWARE

The client saved thousands of IT hours using CommandLink's proprietary ITSM to streamline their technology management.

03

SUPPORT

The client was able to offload their network support burden with CommandLink's support automation combined with dedicated 24/7 tier-3 engineers.