

CommandLink

One Partner | 100% Accountability

SaaS Management Platform

Control + Visibility + Security + Support



Command|Link

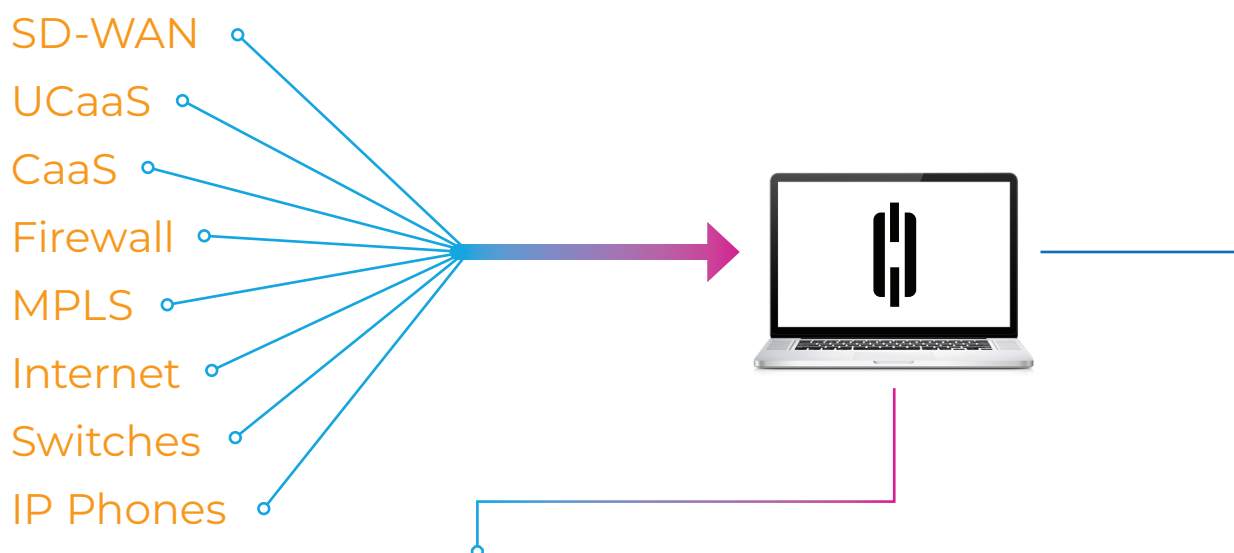
One SaaS Platform Unifying Your

NETWORK | SECURITY | COMMUNICATIONS | COLLABORATION

Overview

Communications networks spanning multiple vendors is a time consuming hell, consumed with finger pointing, app performance issues and downtime. Command|Link unifies your network, security, communications and collaboration into one seamless next generation enterprise web application. Our SaaS platform is directly connected to our Command|POD dedicated engineering level support for 24/7 assistance and fast resolutions. Our platform provides you with complete transparency, visibility, collaboration and security auditing. **You get 100% accountable service and performance.**

Your Services UNIFIED & ORGANIZED in **ONE PLATFORM**



Integrated 24/7 Dedicated Engineering Support

- You are assigned to a dedicated engineering POD
- Command|POD Support is available 24/7
- **Dedicated Tier 3 Engineering Support**
- NO TIER ONE SUPPORT NIGHTMARES
- 1:1 dedicated support ownership & accountability

Platform Features

Easy to use CRM

- Account / Locations / Services / Cases / Documents / Collaboration

Network Monitoring, Alerting & Auto-Support-Cases

- 24/7 Configurable Network Monitoring
- Auto-Support cases when downtime is detected
- User alerting control and custom groups delivered via email/text

Complete Visibility & Reporting

- Network Application & Packet Level Analytics & Reporting
- Security Analytics &

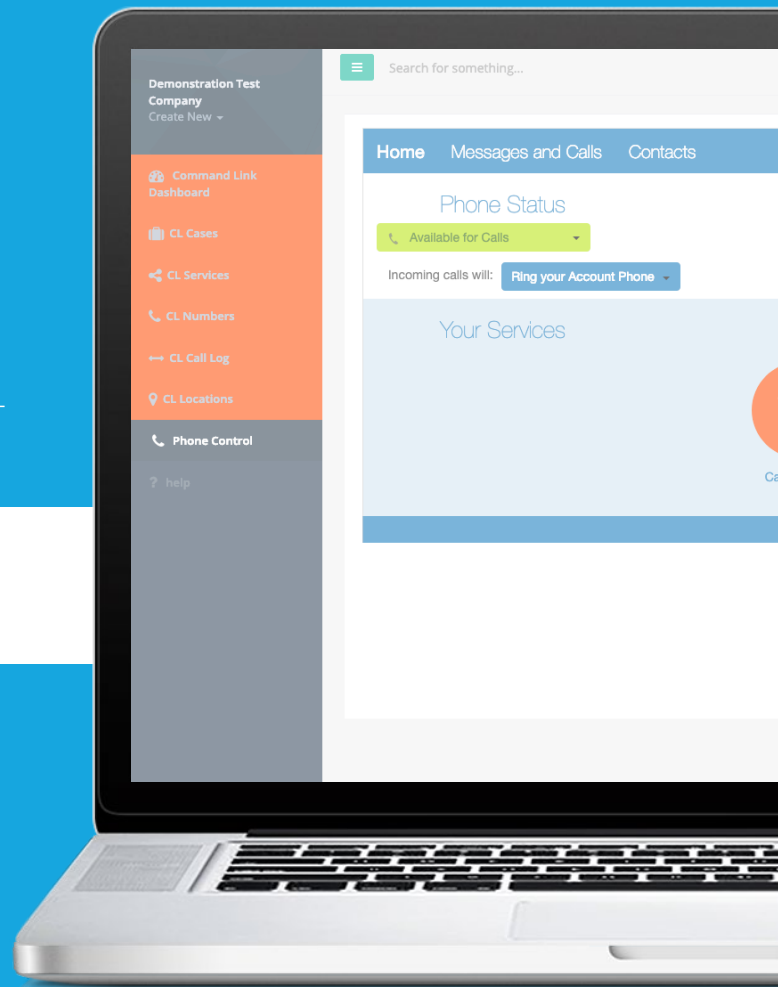
FAST & SECURE Config Changes

- User Phone System & Device Control
- On-the-fly realtime engineer assisted network changes w/ <1hr SLA 24/7
- Complete configuration documentation, security audit log and configuration change tracking

Eliminate telecom vendor frustrations, finger-pointing & slowdowns

Get 24/7 Accountability

<1Hr Configuration SLA



CommandLink

Simple for users. Complete for IT

A

Manage Everything

Powerful tools in an easy to manage control platform. See all of your users and quickly update features.

B

Control Devices

Visual phone-device management.

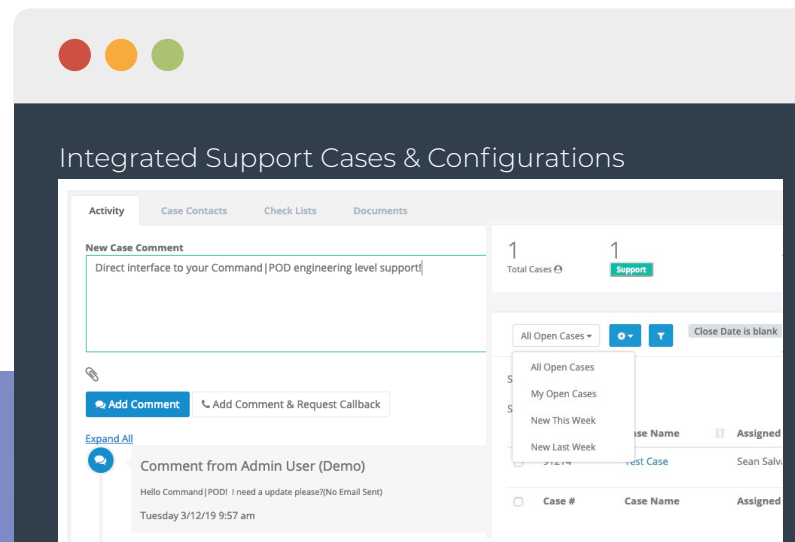
Quickly update menus & settings on

C

Visibility & Support

See configurations, reporting, and directly connect to your Command-

Link support POD via integrated portal support cases.



Complete Phone System Control & Visibility



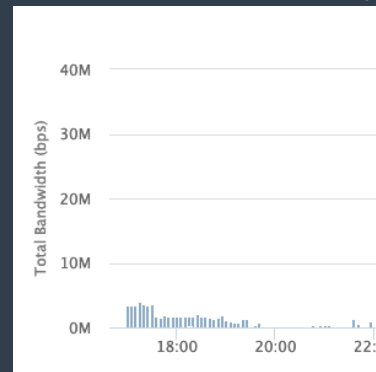
Command|Link Platform

All of Your Locations, Services, & Devices | **One Place**

User Level Portal & Admin

Real-Time Device Mgmt

Network & Security



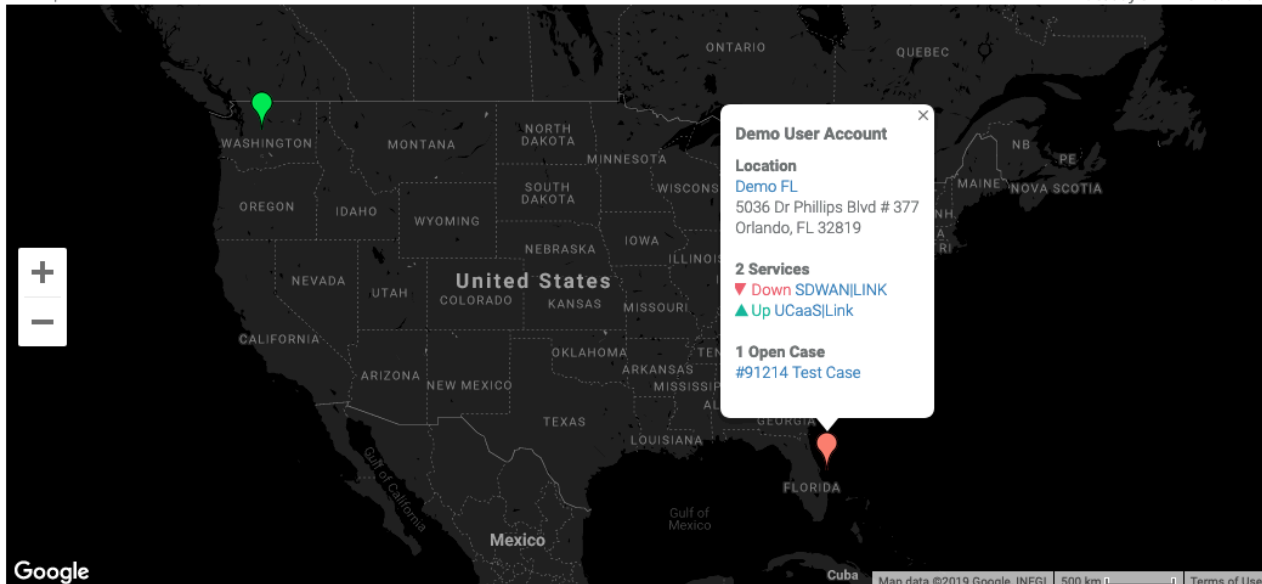
Services Status Monitoring + Auto Support Case Creation + Alerting

Command Link Dashboard Map view

Noc Map

Currently Monitoring **2 Locations**

Tuesday 3/12/19 10:04 am



- Legend
- Location Up
 - Open Cases
 - Location Down

Analysis of locations: 2 locations on map

© Update on March 12, 2019



Ready to discuss
your Strategy & Design?

Let's start.

www.CommandLink.com



Email
Sales: Sales@CommandLink.com



Phone
Sales: +1 425 375 0544
Office: +1 425 375 0546

