

Executive Overview

#1 Global Platform To Simplify Your Stack

- <https://www.commandlink.com/>
- Headquarters: Everett, WA
- Privately Held
- 200+ Employees
- Over 1,500 Enterprise Customers

Product & Service Offerings

CommandLink ITSM

- **CommandLink** – Unified ITSM platform for managing tickets, assets, monitoring, security, projects, and support from a single pane of glass.

Network & Connectivity

- **SD-WAN & SASE** – Flexible deployment models using top vendors: Versa, Cato, Fortinet, and Meraki.
- **Global Network Aggregation** – 5,000+ ISPs under one MSA with global billing, monitoring, and SLA-backed support.

Security & Threat Detection

- **Managed Security** – Centralized platform combining on-prem and cloud-based security services.
- **Network Detection & Response (NDR)** – Deep packet inspection, threat detection, and east-west visibility.
- **Managed Detection & Response (MDR)** – Real-time threat monitoring for 3rd-party platforms like CrowdStrike, SentinelOne, and more.
- **Extended Detection & Response (XDR)** – Consolidates telemetry from network, endpoints, identity, and cloud services into a unified threat response engine.
- **SOC-as-a-Service (SOCaaS)** – 24/7 Tier-3 Security POD with integrated alert triage, ticketing, and containment workflows.
- **Managed Firewall** – Fully monitored and supported firewall services with automated response and integrated asset visibility.

CommandLink ITSM SaaS Platform

- Centralized IT ticketing, asset management, contract tracking, and service workflows.

- Advanced automation engine with custom alerting, escalation policies, routing logic, and integrations.
- Real-time performance and uptime monitoring across networks, services, circuits, and devices.
- Customizable workflow automation across alerts, tickets, devices, and systems.
- Global dashboard for visualizing project status, outages, maintenance events, and performance by location.
- Remote power management with reboot automation, port-level control, and alert-triggered power cycling.
- Real-time, bi-directional API integrations with platforms like ServiceNow, Jira, Salesforce, and Freshworks for ticketing, billing, inventory, and monitoring data sync.

UCaaS/CCaaS

- **CCaaS** – Cloud contact center solutions built for performance, visibility, and global scale.
- **UCaaS** – Enterprise voice and collaboration with integrated alerting and support workflows.

Sales Engineer Take On Best Fit

Unique Support POD Model, Engineers take first calls on support. Outstanding Network Visibility. By far 1 of the best portals in the industry Strong SLAs, 100% Uptime, 1 Hour Configuration Changes, etc. Versa, Fortinet and CATO Platforms

Insane NPS Score.

Chip Hoisington

Vice President of Engineering: Connectivity, Colo & Wireless

Key Features & Differentiators

Proprietary Command |Link ITSM Platform

- **Single Pane of Glass:** Unified visibility across network, security, communications, and service operations.
- **Customizable & Scalable:** Tailored workflows, automation, and integrations designed to scale with your business.
- **Integrated NOC + SOC:** Combine network and security operations into one seamless system for end-to-end control.
- **Expert-Driven Support:** Every case is handled directly by tier-3 engineers—no escalations, no scripts.

Managed Security

- **Integrated Security Stack:** MDR, NDR, XDR, SIEM, and SOC capabilities in one platform for full-spectrum threat detection.
- **Command|Link SOCaaS:** Backed by 24/7 Tier-3 security analysts for rapid, intelligent response.

- **Edge-to-Cloud Coverage:** Full protection for on-prem, cloud, and remote environments via NDR, MDR, and SASE.
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Monitoring & Alerting

- **Unified Observability:** Real-time dashboards covering circuits, endpoints, apps, and cloud environments.
 - **Proactive Resolution:** AI-driven alerts + automated ticketing + expert response = faster fix times.
 - **Configurable Intelligence:** Build dynamic alert policies by service, severity, schedule, and location.
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Only Tier-3 Engineering Support

- **No Tier-1 Barriers:** 100% tier-3 model—no phone trees, no escalations.
 - **CommandPOD Model:** Dedicated engineers who know your business and environment.
 - **AI-Driven Routing:** Smart case assignment ensures the right expert handles every issue.
 - **24/7/365 Oversight:** Real-time monitoring + human-led response ensures uptime and peace of mind.
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Global Bandwidth & Infrastructure

- **One MSA. Every ISP.** 5,000+ carriers worldwide under a single agreement.
 - **Multi-Currency Billing:** Simplify procurement across global regions.
 - **Fast On-Site Installations:** Clean, professional deployments with on-demand field techs.
 - **International Hardware Fulfillment:** Next-business-day SLAs across 120+ countries.
 - **Diverse & Redundant:** Custom-designed multi-path routing for uptime and performance.
 - **One Bill. One Platform.** Everything consolidated into one interface and one invoice.
 - **Save 1+ Days Weekly:** Automation and consolidation free up valuable IT resources.
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Top Industries Served

- Manufacturing
- Financial Services
- Law
- Construction

Ideal Customer Profile

- Primary Target Prospect: SDWAN / Security -as-a-Service
 - Company interested in moving from a legacy MPLS to modern day internet & SDWAN solution
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- Company interested in moving their multi-solution SDWAN & firewall into a single source provider
- Primary Target Prospect: Multi-Site Network Aggregation
 - Company looking to offload the burden of managing multi-site “vendor sprawl” = managing multiple sites connectivity agreements, typically with more than 1 vendor per location.
- Primary Target Prospect: Medium – Enterprise customer, Office-in-a-box Solution
 - Company interested in a single source provider for their telecom stack of UC/CC, Network, SDWAN & Security under a single bill, single pane of glass management, and support team.

Qualifying & Technical Questions

1. Who is your go-to SDWAN & Security provider today?
2. Can they tie in Connectivity? Single Pane of Glass for management?
3. How is your experience working with your current portfolio and their support teams
4. How long does it take to get problems resolved?
5. Are you managing multiple vendors / bills today?

Elevator Pitch

Only CommandLink truly addresses the needs of enterprise clients with the proprietary CommandLink ITSM. With CommandLink you can approach the negotiation table boldly knowing your solution will stand out compared to every other white labeled off the shelf solution. The CommandLink ITSM provides enterprise clients with a single pane of glass management console specifically built to scale enterprise technology management. With CommandLink enterprise clients analyze, monitor & automate support workflows, simplifying management of the technology stack for I.T.