Executive Overview

**#1 Global Platform To
Simplify Your Stack**

- https://www.commandlink.com/

- Headquarters: Everett, WA

- Privately Held

- 200+ Employees

- Over 500 Enterprise Customers

Product & Service Offerings

- SDWAN / SASE

- Global Network Aggregation

- Managed Security

    - Network Detection and Response

    - Managed Detection and Response

    - Extended Detection and Response

    - SOC-as-a-Service

    - Managed Firewall

- UCaaS

- CCaaS

- Command|Desk: IT Ticketing Platform

- Command|Alert: IT Automation and Alerting Platform

- Command|Watch: Network and IT Asset Monitoring

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:** Unlike fragmented systems, CommandLink ITSM offers unified visibility across networks, security, and communications.

  - **Expert-Driven Support:** CommandLink's tier-3-only support model ensures experienced engineers handle all issues directly.

  - **Customizable and Scalable:** Tailored workflows and integrations allow CommandLink ITSM to grow with your business.

  - **Network and Security:** CommandLink is revolutionizing IT security by integrating the Network Operations Center (NOC) and Security Operations Center (SOC) within the same platform.

- **Managed Security**

  - **Integrated Security Solutions:** Combines XDR, SIEM, and SOC capabilities into a seamless platform for unmatched threat visibility.

  - **Expert-Driven Response:** Security|Link is backed by a dedicated team of tier-3 security analysts for swift and effective incident management.

- **Advanced Monitoring & Alerting**

  - **Unified Visibility:** Combines monitoring data from all systems into a single dashboard within CommandLink's ITSM platform.

  - **Proactive Issue Resolution:** Automated workflows and 24/7 expert support ensure faster resolutions and less downtime.

  - **Customizable and Scalable:** Configurable alerts and automation workflows adapt to your unique business needs.

- **Only Tier-3 Engineering Support**

  - Thanks to Command|Link's 100% SLAs, tier 1 and tier 2 support levels have been eliminated, providing enterprise clients with direct access to tier-3 engineers (no contact center phone trees)

  - AI driven support tickets are routed the individual most capable of addressing your needs (one call resolution)

  - 24/7/365 automated real-time monitoring combined with human-originated oversight

  - Customers get to offload management of the daily upkeep to a Command|POD

  - Personalized, consistent, dedicated support and design teams

- **Global Bandwidth Solutions**

  - ONE MSA - Every ISP

- Multiple Currencies

- International Hardware Fulfillment

- Only Tier-3 Engineering Support

- One Bill

- One Management Platform

- Best SLA

- Save Your Team 1+ Days Weekly

- Diverse & Redundant

- Fast Clean On-Site Installs

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
    - 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?