Command|Link

One Partner | 100% Accountability

UNIFIED COMMUNICATIONS
Cloud Phone System + Collaboration + Network

WHAT WE DO

CommandLink is a full-stack SaaS, Services & Enablement company. We solve our client's toughest digital transformation challenges with an emphasis on next-generation networking, communications and collaboration solutions unified into one Command|Link Platform.

At our core is the Command|Link SaaS platform which is directly connected to our own geo-redundant, carrier-grade communications and data network. Partnered with you, our team of experienced and accomplished industry visionaries empower you with the strategy, design, deployment, and support you need for a technology driven strategic advantage — all seamlessly integrated into a SINGLE COMMAND|LINK PLATFORM.

Full Stack Technology Partner

SaaS Platform	**Network & Communications Management System** CRM Customer Service Software & Support Case System Sales Automation, Engagement & Opportunity System	**API Connect**

Network | Class 5 Voice Network | Software Defined Network | Carrier Layer 2/3 Network

Strategy & Design

Deployment

Management

S E R V I C E S

UCaaS|Link
Unified Cloud Communications

SDWAN|Link
Software Defined Cloud Networking

SECURITY|Link
Managed Security Service

SIP|Link
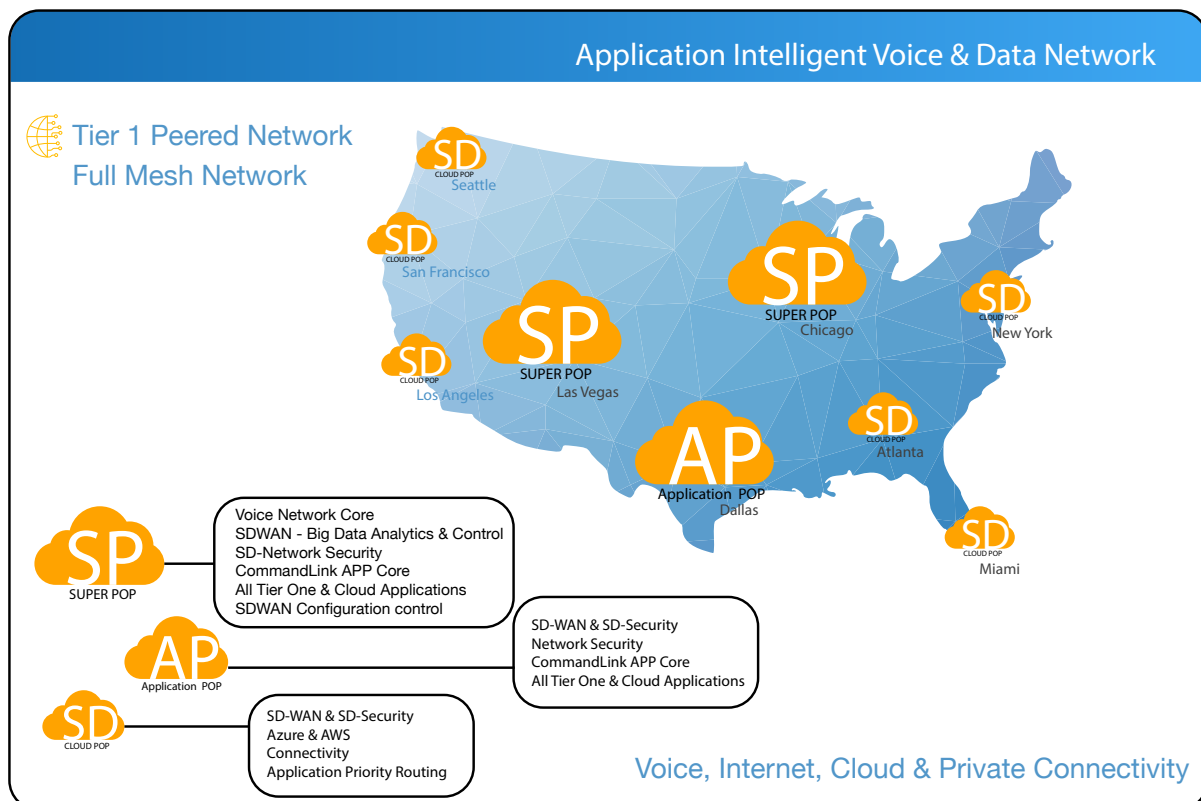Flexible Calling Integration

BANDWIDTH|Link
Managed Internet Access Anywhere

100% Uptime Voice Network

SD WAN Network

One Platform

We build Next-Generation Software-Defined Hybrid Networks, Unified with Communications and Collaboration software, fully integrated into the **Command|Link SaaS Platform.**

- Founded 2012 | Proven A+ Leadership Team
- Private Equity Financially Backed
- **One Partner. 100% Accountability**
- 100% Uptime Voice SLA
- 100% Uptime SDWAN SLA

Next-Generation Network

Application Intelligent Voice & Data Network

Tier 1 Peered Network
Full Mesh Network

SD CLOUD POP Seattle

SD CLOUD POP San Francisco

SD CLOUD POP Los Angeles

SP SUPER POP Las Vegas

SP SUPER POP Chicago

SD CLOUD POP New York

AP Application POP Dallas

SD CLOUD POP Atlanta

SD CLOUD POP Miami

SP SUPER POP
Voice Network Core
SDWAN - Big Data Analytics & Control
SD-Network Security
CommandLink APP Core
All Tier One & Cloud Applications
SDWAN Configuration control

AP Application POP
SD-WAN & SD-Security
Network Security
CommandLink APP Core
All Tier One & Cloud Applications

SD CLOUD POP
SD-WAN & SD-Security
Azure & AWS
Connectivity
Application Priority Routing

Voice, Internet, Cloud & Private Connectivity

Telecom Carriers SUCK.
WE are Different

Telecom carriers are digital age dinosaurs drowning in M&A, old networks, outdated systems, and poor processes. The new pop-up SD-WAN, UCaaS, and Collaboration service providers are too limited and are only part of a complete solution which creates finger pointing and new technical problems. These companies think the network should dictate what applications and users can do. They are plagued by their inability to execute.

We are different. We know your customers are the critical link in your business. We understand that applications, customers, and your business needs should drive how your network and communications work in REAL-TIME.

Strategy & Design

Customer Challenges

Wrong Strategy = Failure | Multi-Vendor Fighting | Finding Expertise

· Vendors force customers into their limited design box
· Lack of strategic thinking
· Multiple vendor deployments increase customer work & responsibility
· Sales Engineers are programmed to close, then abandon you for the next project

Our Solution

Leverage Our Engineering | True Strategy Partner | No Sales Crap

· Our teams have designed 1000+ networks
· In-depth consulting that carries on for the life of your services
· SaaS platform for total visibility and management
· We build the box around your unique individual needs
· Simple and elegant design by a certified voice and network engineer

Strategy|Design|Deployment|Support|Platform
Command|Link links you to the infrastructure, unified communications, and collaboration you need to dominate in a digital world.

Deployment
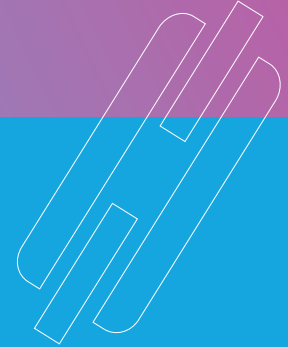
Customer Challenges

Missed Deadlines | No Ownership | Poor Communication

- Mishandled migrations = YOUR business suffers
- Poor communication is the industry norm
- Cut-overs often result in down time, lost revenue, and frustration
- Limited or non-existent installation and field tech service options

Our Bespoke Deployments

Tailored Project & Deployment Plan | Dedicated Certified PM
Over Communication | SaaS Platform = Real Time Visibility

- Dedicated & certified project manager for 1:1 interaction
- Customized deployment plan to fit your business
- Over communication: We will communicate via phone, email, text, and real time portal updates
- Available on-site professional installations: A field technician paired with an in-NOC deployment engineer, and extensive options for custom scope of work
- We truly enable your business

One Parnter | 100% Accountability

Command|PODS **Support**

Eliminate Frustrating Call Center Tiered Support

No Endless Escalations, Problems, and Lost Time

Customer Support Challenges

Tier One Hell | No Ownership | Ticket Black Holes | No Communication

- Telcom vendors are not designed to support complex or managed solutions
- Slow response times and little access to engineer level support
- Support is focused on break-fix, not being a technology partner
- Tiered support is constant escalations/wasted time and frustrations

Our Solution

Direct **Tier3** Engineer Support | Priority Support Routing | High Touch

- Support Cases are automatically created through COMMAND|LINK
- Your case is PRIORITY routed with our algorithm and assigned to the engineer in your dedicated POD based on: experience with your network, availability & technical specialty
- Your Command|POD engineer owns the case until resolution
- Every case is reviewed and closed by a Director of the NOC

Call or Portal

Customer Support Request

- Config Change
- Service Issue
- Analytics Help
- Consulting

Proprietary **Support Case** Routing

Cust. Experience   Subject Matter   Availability

Your Command|POD Direct Tier 3 Support

Command|Link **SaaS**

Connect Everything: Network, Security, Voice and

Collaboration Tools into **One Powerful Platform**

Network Services | Phone System | Monitoring & Reporting | Support | CRM

Customer Challenges

Multiple Vendor Portals | Frustrating User Management | Vendor Fighting

- No integration of network, phone system, security, or collaboration systems creates security challenges, lost productivity and increased downtime.
- Lack of harmony between systems creates work for IT Teams & user issues
- Legacy carriers lack efficient systems to unify: Vendor sprawl is no system
- New providers only offer a piece of a complete solution adding complexity, and VENDOR FINGER POINTING

Our Solution

- One platform to organize all network, communication & security
- Integrates with your network
- Monitoring systems and control
- Easy access to reporting
- Direct interface to your dedicated Command|POD NOC

100% Accountability | One Platform
- Real Engineering Support
- 100% SLA Voice
- 100% SLA SD-WAN
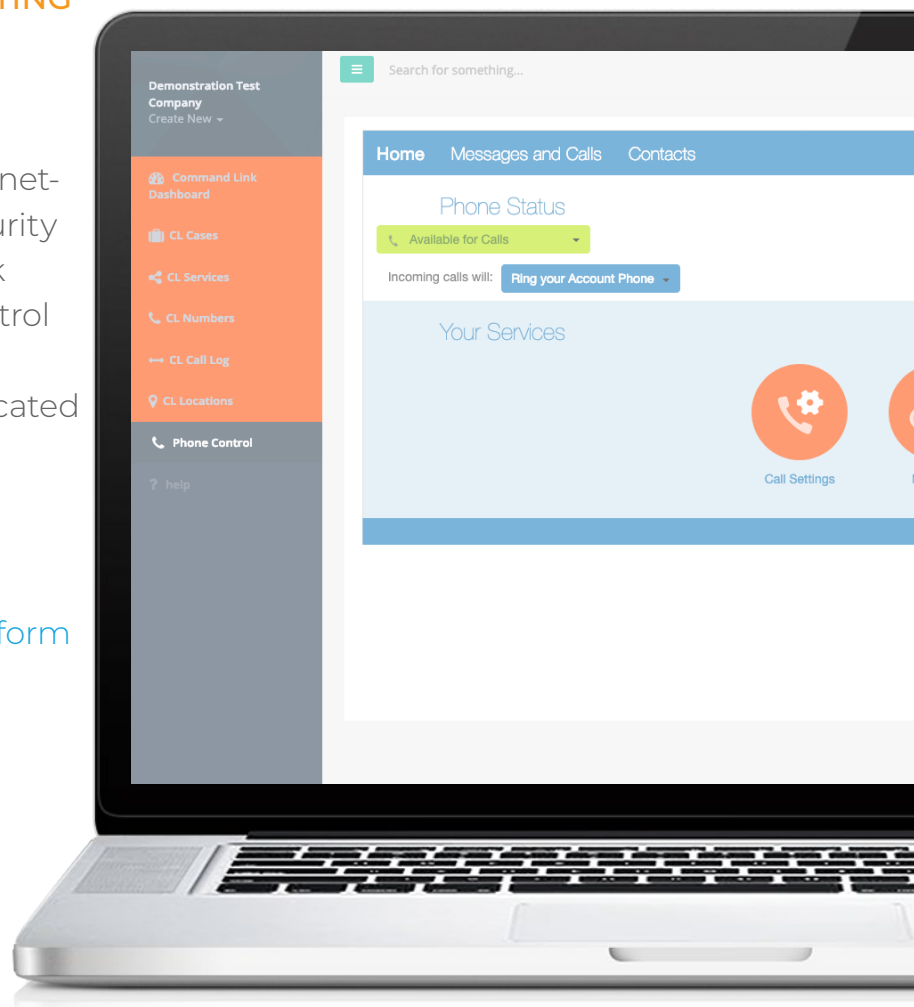
Complete & Secure
Cloud Phone System

Connect & **Collaborate** - All Devices
Desk IP Phone | Computer | Mobile | Tablet

UCaaS|Link is your enterprise phone and collaboration system hosted in our secure cloud. Our system empowers your business with productivity enhanced communication features, connecting you to your customers, staff and partners, any time, and on any device. The platform is easy to use and manage from our intuitive web interface, providing you with real-time control and visibility into your business' communications.

UCaaS|Link
Unified Cloud Communications

Enterprise
Communication Features

- **CALLING**
- **TEXT**
- **CHAT & PRESENCE**
- **WEB CONFERENCE**
- **SCREEN SHARE MEETINGS**
- **COLLABORATION & WHITEBOARD**
- **COMMAND|LINK ADMIN PLATFORM**
- **CUSTOM CALL ROUTING**
- **1000+ CALLING FEATURES**

100% Uptime SLA. Mission Critical

- Fully Geo-Redundant Data Centers - Disaster redundancy ensuring you can always reach our cloud

- Next-Generation N+1 Redundant Hardware - True Carrier Grade voice network, owned and operated by us

- Firewalled and Encrypted - Our platform is secured with the Top-Rated, Next-Generation Firewalls and SBCs

- Tier 4 Data Centers [#1 Performance Tier] - 24/7 Controlled and secured facilities with redundant power

Presence | Availability Text | Chat

CommandLink UCaaS|Link provides the ability to seamlessly transition across any device while maintaining the continuity of being in your office. Operating in today's business world requires flexibility and rapid response to maximize efficiency. UCaaS|Link will ensure your business is always ready to meet the challenge.
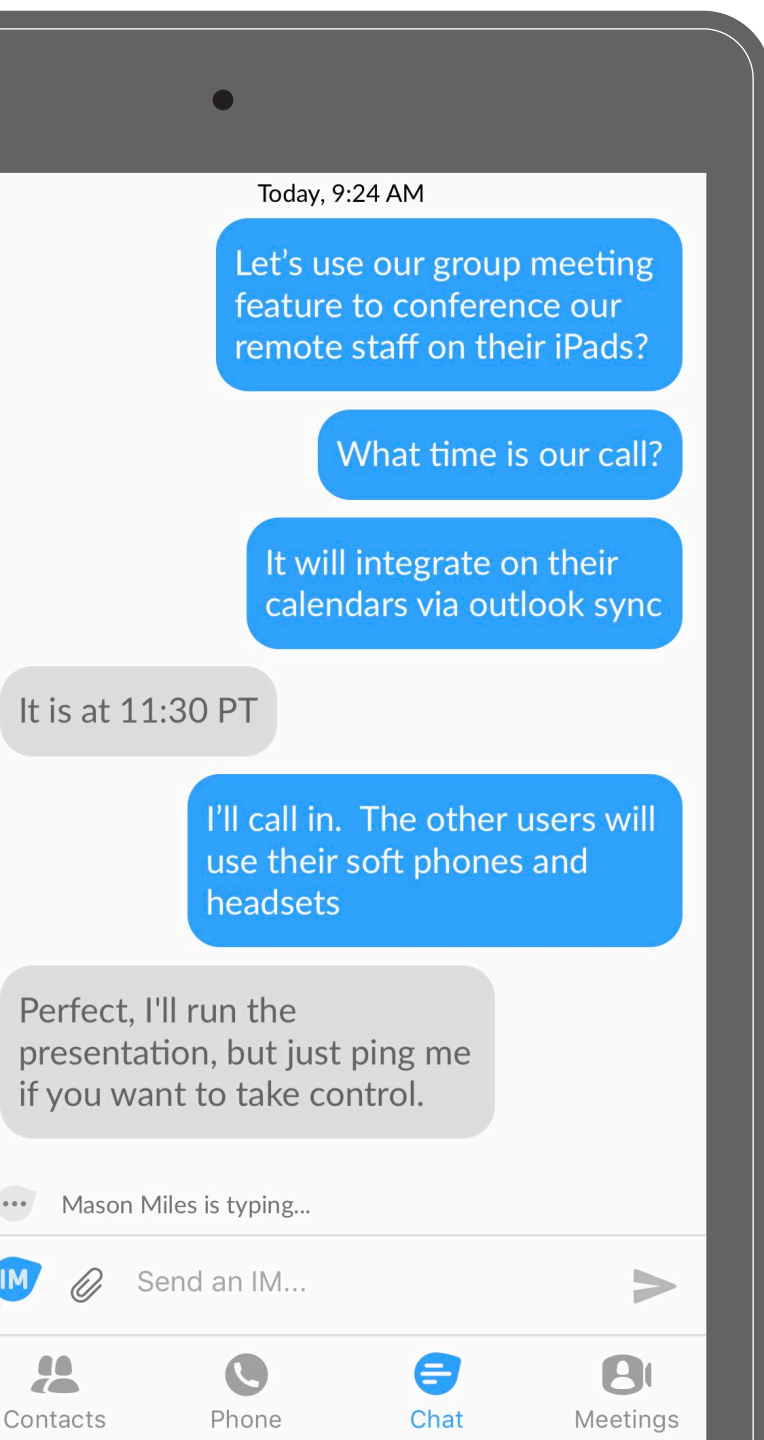
Presence & Availability

Real-time status of your team's availability across your entire company.
· Quickly know when a co-worker is on or off a call
· Set your status to unavailable during a key meeting
· Outlook Integration

Text & Chat

Use our desktop client or our mobile APP to easily Text with your business contacts or Chat with co-workers.
· One number for calling and text
· Chat with your co-workers easily while on a customer call

Today, 9:24 AM

Let's use our group meeting feature to conference our remote staff on their iPads?

What time is our call?

It will integrate on their calendars via outlook sync

It is at 11:30 PT

I'll call in. The other users will use their soft phones and headsets

Perfect, I'll run the presentation, but just ping me if you want to take control.

Mason Miles is typing...

IM   Send an IM...

Contacts   Phone   Chat   Meetings

Powerful Calling Features

1000+ Features | Powerful Custom Integrations

1

Call Routing

Quickly deploy your teams to inbound calls to improve efficiency, client communication, and customer experience.

2

Auto-Attendants

Smart multi-tiered auto attendants help to route your calls with comprehensive menus and time/date logic.

3

HD Voice & Video

Our technology natively supports HD voice calling and video to ensure a professional image.

4

User Call Control

An intuitive interface lets your employees self-control their calling features from the web or on our mobile app.

5

Analytics & Reporting

Advanced metrics and reporting into calling trends with easy and extensive report generation.

6

Centralized Contacts

Use a centralized contacts hub to ensure that your business contacts are organized and easily locatable across devices and applications.

Collaboration on ALL of Your Devices

One-Click or Scheduled Meetings | Web, Audio, & Video Conferencing

Webinars Up to 1000 Users | Moderator Questions | Record Meetings

Meetings

11:17   Skip

Video Calling

Uplift your audio calls to add video.
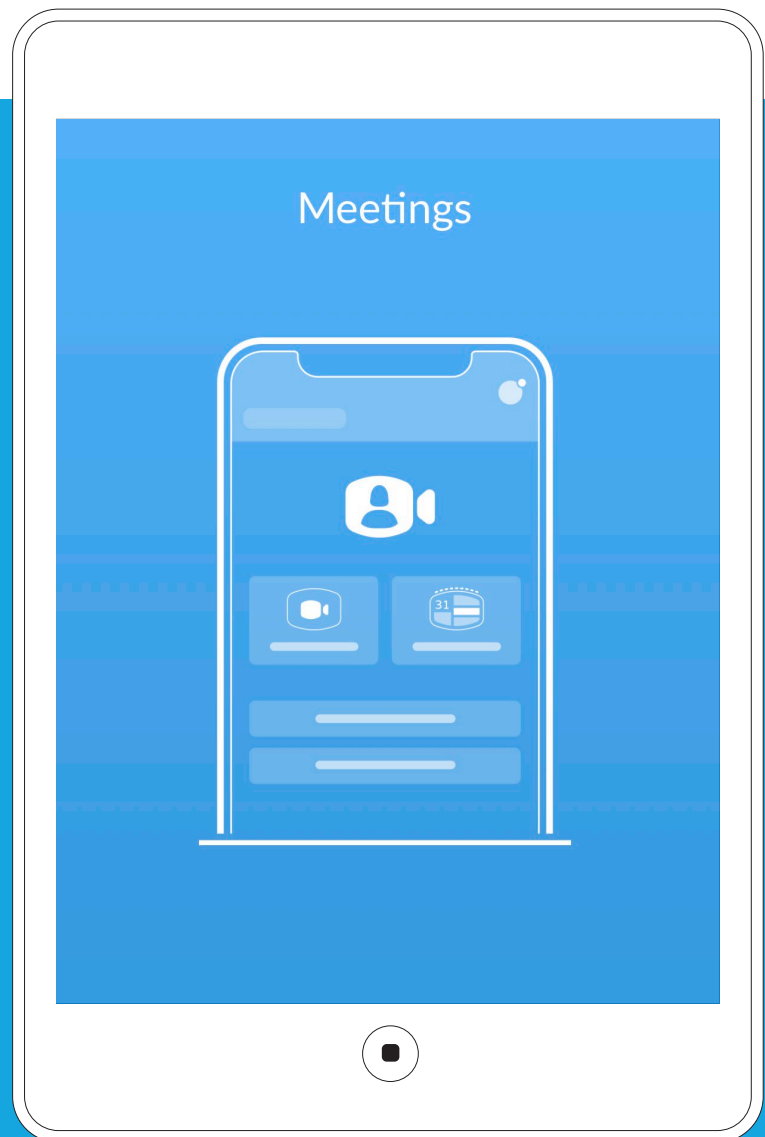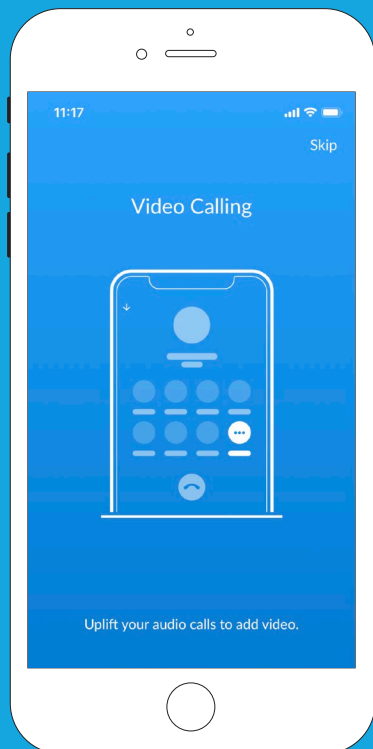
1

Web, Video & Audio

Maintain your ability to manage calls, SMS, Video Calling, and Web Meetings across any device, no matter where you are.

2

Screen Sharing & Control

Lead and actively participate in video and screen sharing meetings from any device: IP Phone | Computer | Tablet | Mobile.

3

Team Whiteboard

All meeting participants have access to impressive whiteboard features, allowing the highest level of collaboration for team members no matter where they are located.

Collaboration

Command||Link

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.
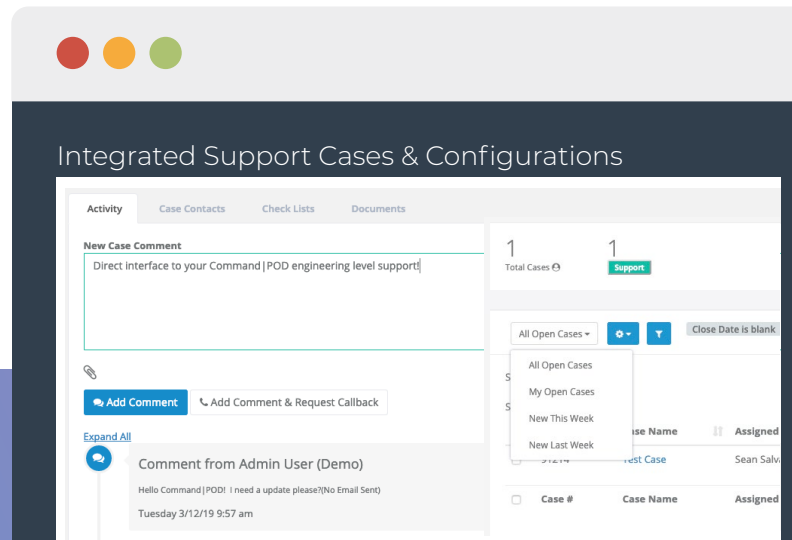
B

Control Devices

Visual phone-device management. Quickly update menus & settings on devices anywhere on your network without leaving your desk.

C

Visibility & Support

See configurations, reporting, and directly connect to your Command-Link support POD via integrated portal support cases.

Integrated Support Cases & Configurations
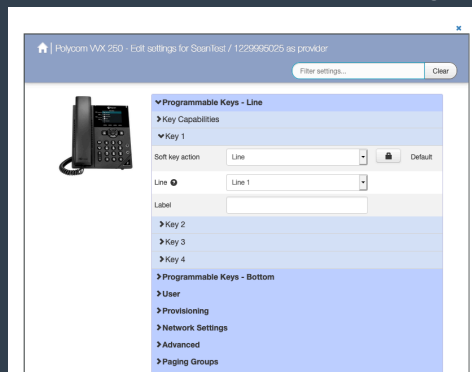

Complete Phone System Control & Visibility

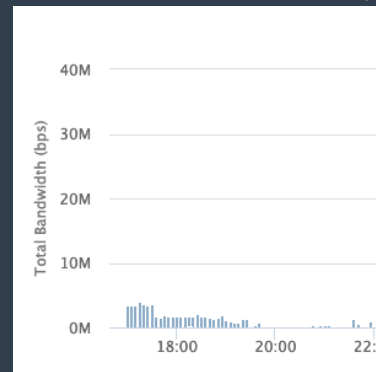# All of Your Locations, Services, & Devices | One Place
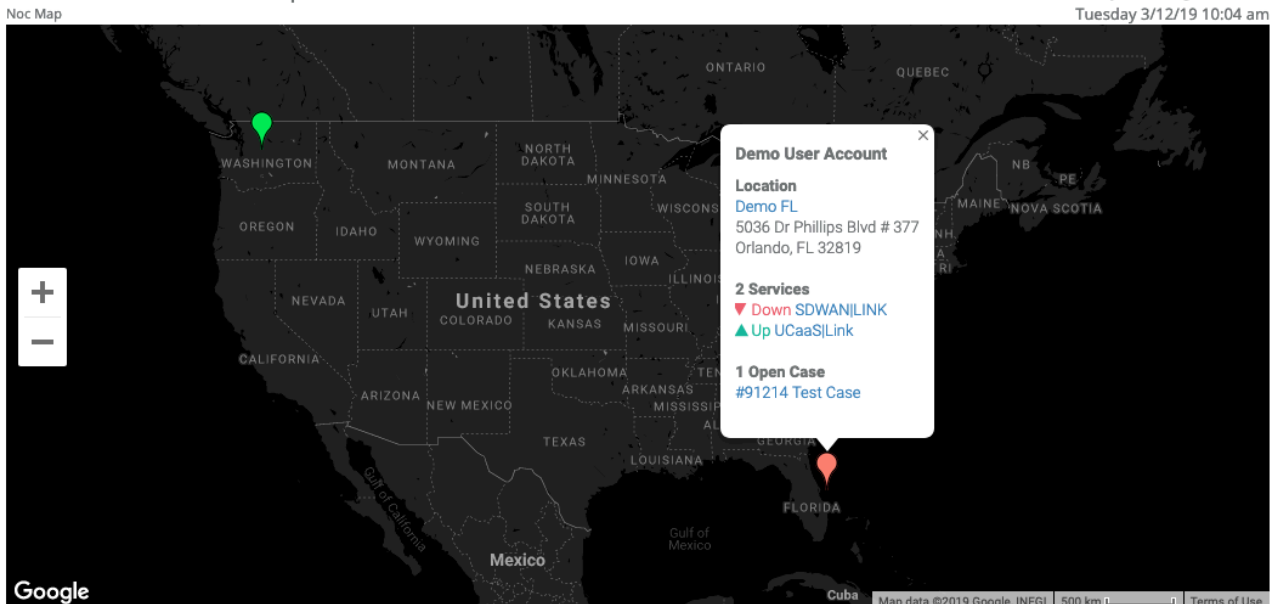
User Level Portal & Admin
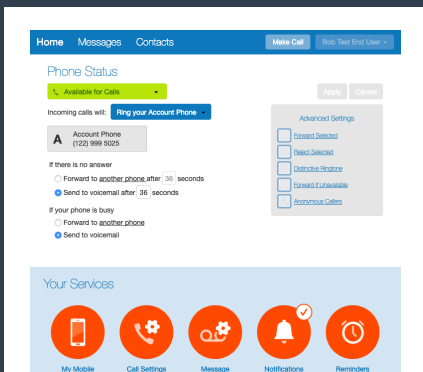
Real-Time Device Mgmt

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

Demo User Account

Location
Demo FL
5036 Dr Phillips Blvd # 377
Orlando, FL 32819

2 Services
▼ Down SDWAN|LINK
▲ Up UCaaS|Link

1 Open Case
#91214 Test Case

Legend
📍 Location Up   📍 Open Cases   📍 Location Down

Analysis of locations: 2 locations on map

⟳ Update on March 12, 2019

Contact Center

Multi-Line Automated Call Distribution

Agents

- Agent Workflow Dashboard
- Sign-in & Sign-out
- Real-Time Queues

Agent Managers

- Workforce Management
- Train and Monitor Staff
- Intuitive Admin Control
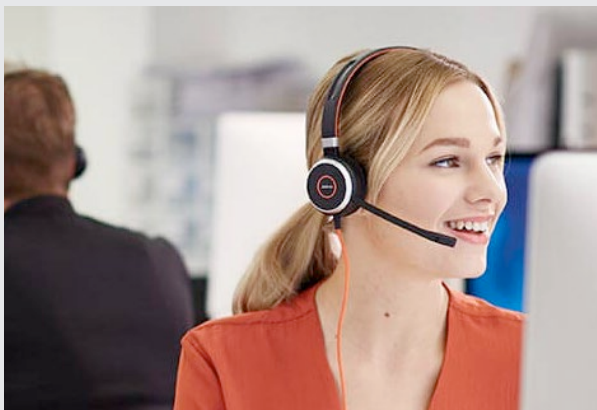- IM, Barge In, & Whisper
- Real-Time Tools

Wallboard / Reporting

- Display Real-Time Stats & Analytics
- Optimize Agent Performance
- Custom Messaging

COMPLETE for Managers

Anywhere access to connect with your team. Review performance, assist on calls, and screen-share.

LOVED by Call Center Agents

Anywhere access. Easy to sign-in and manage calls. Distributed work-force unifies staff across all locations.

Easy to Deploy Fully Integrated Contact Center

Today's call center environments are built around availability, accessibility, and current-generation communication methods. Command|Link Contact Center integrates all of the feature/functionality of UCaaS|Link to your Contact Center Agents & Managers allowing you and your customers to interact anytime, anywhere, and with any device.

Whisper	Barge In	Remote Control	Soft Phone	Music/Messages	Call Recording
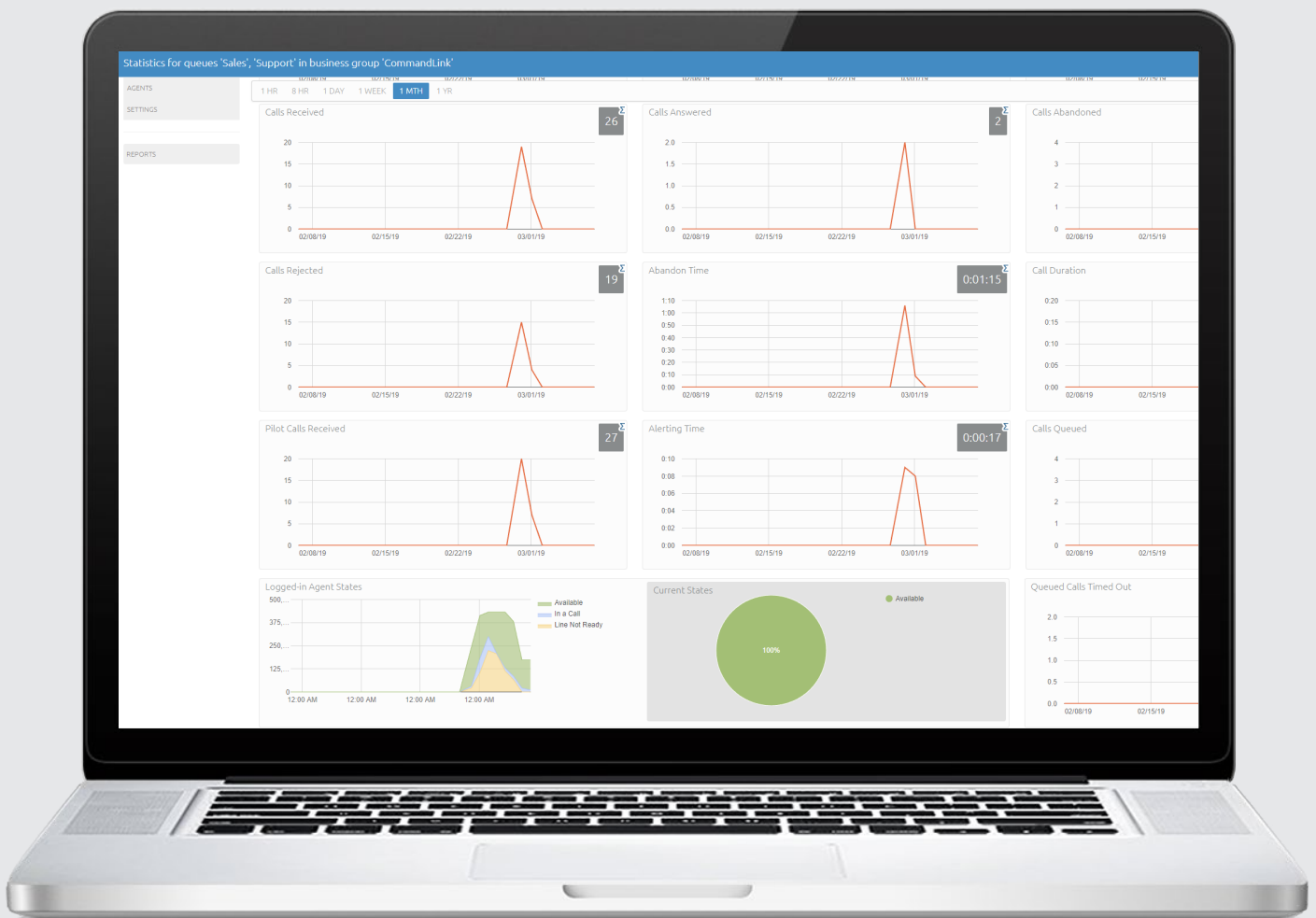
Unified Communication & Collaboration Plans

Logical and flexible plans available to end-users and end-points throughout your organization. All service plans are integrated into COMMAND|LINK for end-user and administrative control.

Unlimited Domestic Calling Users

Next Generation Unified Communication & Collaboration Services available to, and across all of your communication devices.

Contact Center Users

Integrate your Contact Center Agents & Managers with UCaaS|Link Unified Communication and Collaboration services.

Productivity and Group-Level Services

Customize UCaaS|Link with Auto Attendants, ACD's, Hunt Groups, Forwarding Services, SaaS and Toll Free Numbers specific to the needs of your business.

COMMAND|LINK Management Platform

All administrative and end-user control available in our Cloud Platform.

Flexible User Plans

Standard

Unlimited Domestic Calling

100% SLA Availability
Complete Feature Pack
Call & Feature Admin System
Cloud Management Platform
Call Logs & Reporting
HD-Voice

IP Phone

Complete

Unlimited Domestic Calling

100% SLA Availability
Complete Feature Pack
Call & Feature Admin System
Cloud Management Platform
Call Logs & Reporting
HD-Voice

Desktop Client
Mobile apps for iOS & Android
Business SMS & Chat
Visual Voicemail

IP + Soft + Mobile

Collaboration

Unlimited Domestic Calling

100% SLA Availability
Complete Feature Pack
Call & Feature Admin System
Cloud Management Platform
Call Logs & Reporting
HD-Voice
Desktop Client
Mobile apps for iOS & Android
Business SMS & Chat
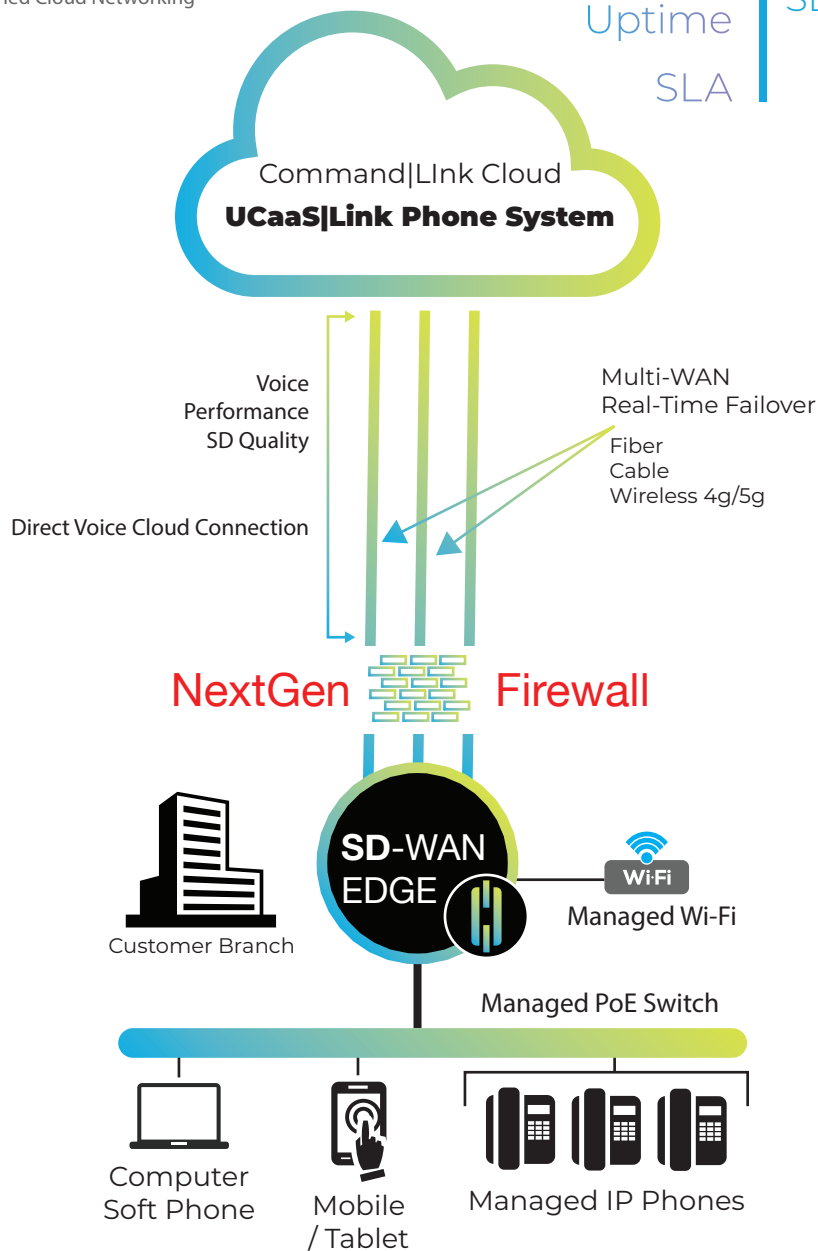Visual Voicemail

Team Web Collaboration
Screen Sharing
Whiteboard

IP + Soft + Mobile + Team Collaboration

Voice Optimized
Voice Cloud + Managed Network

SDWAN|Link
Software Defined Cloud Networking

100% Uptime SLA

Voice Cloud SD-WAN

Command|LInk Cloud
UCaaS|Link Phone System

Voice Performance SD Quality

Multi-WAN Real-Time Failover

Fiber
Cable
Wireless 4g/5g

Direct Voice Cloud Connection

NextGen Firewall

Customer Branch

SD-WAN EDGE

Wi·Fi
Managed Wi-Fi

Managed PoE Switch

Computer Soft Phone

Mobile / Tablet

Managed IP Phones

COMMAND|LINK Networks are built for
Voice Quality & App Performance. 100% Uptime SLA
LINK Your Network | Communications | Collaboration

Software-Defined WAN + Security

Voice Connectivity to our Cloud

Integrate our SDWAN|Link service into your network for secured multi-WAN connectivity directly to our Voice Cloud. Forward error correction and traffic steering optimize connectivity for critical voice communications to provide HD voice quality.

Hybrid Networking | Networking Solved

Managed Gigabit PoE Switches

· Fully Managed Layer 3 Switches
· No Capex and Designed for Voice

Real-Time Internet/WAN Failover

· Eliminate Downtime with SD-WAN
· Managed Internet Circuits Directly from Command|Link

Managed Wi-FI Access Points

· Secure wireless access for retail, restaurant, branch & HQ locations

Managed IP Phones

· Color screen HD-Voice Options
· Receptionist & Conference Solutions

Fully Managed
Phone System Migrations

Your success is our shared goal. CommandLink partners with you and your team every step of the way providing you with expertise and know-how in a noticeably fresh approach. Working with our team of proven and accomplished professionals ensures that your most critical communication systems are properly designed, precisely implemented, and prudently cared for.

1

Strategy & Design

Through an experienced and consultative approach, we collaborate with you and your teams to determine what is most critical to you and your business. With a practical and purposeful approach to creating and customizing call routing, assigning service-types & equipment to end-users, and organizing number porting details, the Command|Link Team is always involved and invested in the process and your goals.

2

Deployment

Your Dedicated and Certified Project Manager will be with you every step of the way to ensure that the organization and deployment of your new systems is done with care and accuracy. Your Project Manager will define and lead the scope and details of your project with you and your team to ensure the successful deployment and implementation of your new Command|Link service.

Onsite **Professional Installation** Options
Field Tech + NOC Deployment Engineer

Full-Service
Phone System Migrations

3

Command|PODs 24/7 Support

All customers are assigned to a dedicated engineering POD for support. No Tier 1. Each Command|POD is a team of engineers with certified skills and experience in Voice, Network, Routing, Security, and Application Support. Each time you need assistance, you are priority-routed to your POD and assigned to an engineer based on their experience working with you and your network. Our team becomes an extension of yours.

4

Command|Link Platform

The Command|Link SaaS management platform serves as your complete Unified Communication management system. Easy to navigate and control, the Command|Link Command Portal allows you to quickly and conveniently move from the cloud to all of your devices on a 24/7 basis through a single pane of glass.

User Moves/Adds/Changes | Call Routing | Device Management | Insightful Visibility

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