# Command SLA

Zero Downtime Dedicated Engineering Support One SaaS Management Platform

# Unify Your •-

- == Cloud Phone System
- == SD-WAN w/ Real-time Fail-over
- 💳 Next-Gen Firewall Security
- 💳 Managed Internet

Unify your network with Command|Link and get our industry revolutionary Command|SLA. Empower your business: **SINGLE-SOURCE guaranteed performance** and uptime from a partner who knows networks.

### Eliminate

- Downtime
- Multi-Vendor Finger Pointing
- Voice Problems
- Tier One Support Hell
- Application Slow Downs

Bootstrapping multiple vendors together is a recipe for downtime, performance problems, and IT chaos. Network + Security + Voice Unified with the right partner delivers stability & performance.

## One Partner | 100% Accountability

#### **Brilliant Tier 3 Support**

Priority routing to your dedicated engineering support POD in the Command|Link NOC. Trained on your network offering **24/7 1:1 Engineering Support**.

#### 24/7 Monitoring, Alerting & Visibility

We monitor everything 24/7 with auto-support case creation and customer alerting.

#### SaaS MGMT Platform

See your network like you've never seen it before with detail analytics and visibility. Easily make changes to your phone system on the fly. Directly interface with our NOC and your Command|Link Support POD.

**100%** Availability SLA Voice Network Uptime

### **100%** Availability SLA WAN & Internet Uptime

Our service is backed by our Command|SLA, offering credits for missed performance guarantees such as downtime or voice network availability.

# Command Link

Design | Deploy | Perform