Alleviating the Burden of Global Carrier Management

spl¡ce™

Worldwide Medical Equipment Manufacturer Relies on Splice to Manage its Carriers Around the Globe

With offices and distribution centers in multiple countries—and a manufacturing facility in Vietnam—the company's IT department of 11 relies on a number of carriers and vendors for telecom services. In addition to its network infrastructure responsibilities, the IT team's primary role is development, specifically solutions that make it easier for medical professionals to collect and manage patient information, store digital health records securely, and comply with HIPAA regulations.

Understanding the Challenge

With an organization of 2,000 employees across 28 locations, the small IT team—one VP of IT, one director of infrastructure, one director of IT product development, and eight engineers—was inundated with network management tasks. And the workload was about to double—the company plans to open five new offices a year, with the goal of opening more than 30 new offices.

Managing Multiple Carriers

Like any organization with numerous locations, the company has contracts for data and voice services with multiple carriers—16 in all. Larger offices have 20MB circuits; smaller offices have T1 or DSL service. Secondary circuits provide backup service in the event of performance issues, or if the primary network fails.

Managing Multiple Offices

With limited IT resources and new offices opening regularly, small offices were responsible for setting up their own telecom contracts. As a result, the company had a "hodgepodge" of carriers— no central strategy was in place. Some carrier performance was better than others—depending on the geography and carrier—and the company was concerned that service costs were too high in some locations.

CONTENTS

COMPANY SNAPSHOT

Medical Equipment Manufacturer

Manufactures and distributes medical and surgical equipment

Company Size

$200M in annual revenue

2,000 employees

11-person IT department

Offices

28 locations:

- 10 corporate offices
- 15 sales offices
- 2 distribution centers
- 1 manufacturing facility

Solution

Splice Carrier Management

CARRIER MANAGEMENT

The company's global offices resulted in **multiple carriers** to manage. Workload increased but IT headcount did not.

Analyzing the Impact

IT engineers were spending a significant amount of time on incident resolution each month—time that would otherwise be spent on development projects. The cost of issue resolution, when calculated using an engineer's salary rate, is extremely high. Add the cost of lost opportunities and the frustration that accompanies issue resolution, and the toll is further compounded (Figure 1).

Figure 1: Incident Management Impact

Workload	Impact
Carrier management	The 11-person IT team had to manage 16 different points of contact and escalation paths.
Service incidents	Approximately 30–50 incidents occurred each month; the IT team was responsible for managing them all.
Equipment incidents	In addition to service incidents, the IT team was also responsible for managing equipment failures.
After hours support	A portion of the IT team was required to be on call, should network issues arise after hours.
Incident hours	The average carrier outage lasts 2–6 hours, depending on the severity and cause.
	IT team member(s) spent an average of 1.5 hours per incident—totaling up to 75 hours per month.

In addition to incident management, the IT team was also responsible for identifying carriers, obtaining pricing, and ordering voice and data services for each new office. Once contracts were completed, the team coordinated and managed the installation process—from set up through testing. In total, the department spent about 43 hours per office.

Summing Up the Situation

Because the company's growth is based on product development, the IT team is inundated with projects and release schedules. Development is the team's top priority—carrier management isn't its core competency. As a result, the IT management team decided to outsource carrier management.

Finalizing the Goals

After meeting with the IT team, Splice outlined the goals that the company hoped to achieve—objectives that would result in more development time for the IT team and better carrier management for the company.

- Reduce the amount of time the IT team spends on carrier-related tasks and incidents
- Reduce downtime after outages occur
- Have a single point of contact for all offices
- Streamline the process for setting up telecom services in new offices

Medical Equipment Manufacturer Relies on Splice for Carrier Management

Moving Forward with Splice Carrier Management

Upon executing an agreement, Splice got to work (Figure 2). Seven days later, the Splice team was ready to handle all carrier-related issues on behalf of the company.

Figure 2: Carrier Management Setup

Steps	Description
Carrier information	Splice collected `carrier and circuit ID information. Because the IT team didn't have all of the information at hand, Splice worked with the accounting department to review telecom bills and extract the information for each location.
Database	The company's carrier and circuit information was added to the Splice database.
Letter of Agency (LOA)	Splice worked with the company to send an LOA to each carrier, giving Splice the authority to open, escalate, and resolve incident tickets on the company's behalf. This task was completed in five days.
Notification preferences	Contact information for each IT team member who should be notified when incidents are escalated was gathered.
Splice contacts	The company received a single phone number and email address to use when contacting Splice Support.
Transfer complete	Seven days after the company and Splice entered into an agreement, Splice was ready to handle all carrier-related issues.

All **carrier and circuit** information was gathered and stored in the Splice database.

Bringing Speed and Efficiency to Issue Resolution

By leveraging its direct, dedicated access to carriers' top technicians, Splice can circumvent standard escalation paths on behalf of the company and resolve issues rapidly (Figure 3).

Figure 3: Service Ticket Management

PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
Service Level Objective			
Outage	Degraded service	Quality issues	Information requests
Issue Examples			
Circuit is down; degraded service bandwidth or access	Partial use of service; intermittent problems and quality issues	Prefix updates; DNS requests	Carrier equipment access request; test assistance
Ticket Creation Time			
0–15 minutes	0–25 minutes	0–35 minutes	0–60 minutes
Status Updates			
Every hour	Every 2 hours	Every 4 hours	Every 12 hours
Maximum Resolution Time			
4 HOURS	8 HOURS	12 HOURS	24 HOURS

Splice Customer Connect

The company can access information about their carrier-related issues via Splice Customer Connect—24/7.

Medical Equipment Manufacturer Relies on Splice for Carrier Management

OUR SERVICES

Network Solutions Simplified

Network Management

Carrier Management

Support Services

Connectivity Services

At Splice, our sole focus is network management—we live and breathe it 24/7. From technology trends to carrier-specific strategies, we immerse ourselves in all aspects of communications to keep our customers ahead of the curve.

LEARN MORE

Contact Us
650 577 2304

Visit Us Online
splicetelecom.com/info

Summarizing the Results

The benefits of Splice Carrier Management were immediate. Incident resolution time and outage duration were dramatically reduced. Connection analysis, carrier selection, and setup for new locations were streamlined significantly (Figure 4).

Figure 4: Results

Item	Result
Resolution-time	Splice managed 42 incidents in the first 30 days. By delegating incident management to Splice, the company's IT team—as a whole—spent less than five hours on incident resolution. Without Splice, these tasks would have taken 63 hours to complete. Resolution time was **reduced by 79%.**
Downtime	Average downtime dropped to 55 minutes—a significant decrease from the company's previous averages.
Troubleshooting	During the next eight months, Splice identified recurrent circuit performance issues in a number of locations—issues that were contributing to outages. Splice notified the IT department and recommended adjustments in equipment configurations. Within three months, the number of **outages dropped by 23%.** Outage duration was reduced to an average of 42 minutes.
New locations	Using Splice On-Net Buildings—a proprietary tool that lists carrier connectivity by building—Splice worked with the company's facilities department to assess location options. Once locations were finalized, Splice provided the company with carrier pricing options, and placed orders with the selected carriers. During the next 30–45 days, Splice managed the provisioning process, ensuring services were tested and ready when offices opened.
	Splice spent 22 hours (approximately 5.5 hours per location) to set up telecom services for new locations. The same workload would have taken the company's IT team 172 hours to complete. Time was **reduced by 87%.**

By delegating carrier management to Splice, the company's IT team saved 776 man hours—more than 64 hours per month—in the first year alone. Time savings allowed the team to deliver a major product release months ahead of schedule. In addition, the turnover rate dropped dramatically—now team members spend the majority of their time on interesting and rewarding projects as opposed to stressful network emergencies.

Splice Communications, Inc.
4040 Campbell Avenue, Suite 120
Menlo Park, CA 94025

T 650 577 2304
F 650 577 2311

splicetelecom.com

CARRIER MANAGEMENT