NETWORK SOLUTIONS SIMPLIFIED
Count on Splice to Manage Your Network 24/7

splice™

THE CHALLENGE With rapidly-evolving technology, mounting support requests, overtaxed resources, and ever-changing data requirements, companies are finding it increasingly challenging—and expensive—to manage all aspects of their IT infrastructure internally.

THE SOLUTION Delegate network management, support, design, and implementation to the trusted experts at Splice.

THE ADVANTAGE 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.

Experienced Eyes on Your Network

From vigilant network monitoring to proactive IT infrastructure management, our experienced team of IT professionals will keep your network performing at its peak, so you don't have to.

Always on the Job

Based in the United States, the Splice Network Operations Center—staffed by our seasoned team of IT professionals—provides comprehensive network services and diligent support 24/7. From service ticketing to turnkey network management, we keep your network running.

Tenacity Exemplified

When it comes to finding the right solution for your business, "no" is not in our vocabulary. We're tenacious. Our sense of urgency, experience, and drive ensure that you get the best solution for your business. And when it comes to support, we don't yield until every issue is resolved.

The Synergy of Shared Goals

Our allegiance lies with you—not with individual carriers and service providers. As a result, we bring an unbiased viewpoint to every engagement—a level of objectivity that brings a rich and diverse set of options to bear on every task.

Relationships Pay Off

Our long-standing partnerships with more than 100 carriers and service providers ensure that we're on the inside track—we get results quickly. Not only do we deliver the solutions and services you need, but we back them up with the professional, highly responsive support that you deserve—all at affordable rates.

Contact Us
650 577 2304

Visit Us Online
splicens.com/info

| RMS | NOC | IT Help Desk | Connectivity | Provisioning | Design |

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Splice Network View

All network management service plans include Splice Network View—your personalized portal where you can view real-time network status information, and access reports.

Splice executives are apprised of all Priority 1 issues that impact service.

SPLICE NOC

Phone: 877 775 4234
Hours: 24/7

Simplify Network Management with a Single Point of Contact

When you partner with Splice, you have a single point of contact for all your network needs, from remote monitoring, management, operations, and support to network design, data connections, and carrier management. We handle it all for you—including carrier bill auditing. And you can easily keep tabs on all aspects of your network with Customer Connect, our web-based portal.

Splice Remote Managed Services (RMS)

With rapidly evolving technology, overtaxed resources, and mounting support requests, it can be increasingly challenging—and expensive—to manage all aspects of your network in-house. Splice RMS can help. Using advanced monitoring tools and proven processes, we actively monitor your IT infrastructure around the clock. Our IT professionals remediate incidents, diagnose issues, and work directly with your carriers to resolve problems before your organization is impacted. And our real-time notification and reporting system ensures you're always on top of your network status.

MANAGED NETWORK SERVICES	SPLICEWATCH	SPLICESOLVE	SPLICEMANAGE
Monitoring (24/7)			
Carrier Management			
Incident Management (24/7)			
Problem Management (24/7)			
Network Administration			

Splice Network Operations Center (NOC)

Carriers provide a critical service for your business. So when you have a problem with a circuit, it can mean hours—even days—of phone calls, emails, and troubleshooting for your team. Time you don't have. Operating 24/7, the Splice Network Operations Center takes the burden of issue resolution off your hands. We work directly with your carrier(s) to open, manage, and close service tickets on your behalf. It's that simple.

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

IT Help Desk

Providing quick, comprehensive support to users is critical to your company's productivity. And so are the projects that your team is working on. Handling both often overtaxes IT resources. With the IT Help Desk, it's easy—and cost effective—to provide great support and have more time to focus on critical projects. Featuring onshore and offshore service with dedicated or shared resources, our IT Help Desk service is customized to meet your specific needs. And when it comes to tools, we're agnostic. Our team can work with your current support tools or we can establish new ones for you—our goal is to provide services that fit seamlessly into your organization and to deliver prompt and professional service to every user.

Network Connectivity

We provide more than circuits—we provide solutions. We'll assess your data networking requirements and design a customized solution to meet them. Whether you need a simple high-speed connection for email and file transfer or an ultra-fast connection with scalable bandwidth for your enterprise, we'll deliver the right solution for your business. And every connection is backed by the Splice Network Operations Center—open 24/7. Issues are resolved in a maximum of four to 24 hours.

Data Services	Additional Services
Direct Internet access	Voice and web conferencing
Private line	Structured cabling services
Multi-protocol Label Switching (MPLS)	NOC and provisioning services included

Network Provisioning

Whether you need network provisioning for a new installation or you need to add, move, change, or disconnect all or portions of your current network infrastructure, simply turn the task over to our team of experts and we'll work with your carrier to get the job done. We assign a project manager to every provisioning assignment—a seasoned IT professional who understands both the technical and the procedural sides of network provisioning.

Project Management	Carrier Management
Installation Type	**Milestones**
Initiate a new installation	Order entry
Move, change, or disconnect a current installation	Engineering review
Issue Resolution	Site survey
Escalate and manage any issues that arise	Installation and testing
Status Information	**Communications**
Real-time updates, scheduled status reports	Regularly scheduled conference calls

Network Design

When you invest in data services and infrastructure, you want to establish a strong foundation—one that will support organizational growth and technological advancements for years to come. Our team excels at formulating long-term requirements and designing innovative network solutions that enhance productivity and improve cost effectiveness—today and tomorrow.

Carrier Bill Auditing Services

With pages and pages of service information, special charges, and fees, it can be extremely time consuming to review your carrier bills each month. We can help. Our experts know service plans inside and out—we'll audit your carrier bills to make sure charges are accurate. If we find errors, we'll work with your carrier(s) to correct them. We'll also review your service plans and identify ways to save money.

Splice Customer Connect

All service plans include Splice Customer Connect—your personalized service portal containing information about your network.

Splice Headquarters
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Palo Alto, CA 94303

Network Solutions SIMPLIFIED

splice™

NETWORK SERVICES	Splice RMS	Splice NOC	IT Help Desk	Connectivity	Provisioning	Design
We offer a flexible, comprehensive suite of network services—just select the service or combination of services that fit your business needs.						
Design						
Analyze needs and formulate requirements						●
Review current service contract(s)						●
Present solution options from multiple carriers						●
Manage selected equipment and carrier partners						●
Data Service Connections						
Dedicated Internet access		●		●	●	
Private line		●		●	●	
Multi-protocol Label Switching (MPLS)		●		●	●	
Structured cabling services		●		●	●	
Voice and web conferencing				●		
Monitoring (24/7)						
Proactive, turnkey remote monitoring	●●●	●		●		
Agent-based monitoring, hardware monitoring	●●●	●		●		
Alerts, notifications, and escalations	●●●	●		●		
Carrier Management						
Initiate vendor support, manage escalations, validate resolutions	●●	●	●			
Monitor and manage vendor activities	●●					
Incident Management (24/7)						
Diagnosis and remediation	●●	●	●	●		
Incident tracking, management, and reporting	●●	●	●	●		
Problem Management (24/7)						
Analyze, identify, and resolve root causes	●	●	●			
Problem tracking, management, and reporting	●	●	●			
Network Administration						
Configuration management and changes		●				
Provisioning management		●		●	●	
Vendor patch review, testing, and installation		●				
Data backup and restoration (optional)		●				
Reporting						
Network status	●●●					
Performance data (15 months)	●●●					
Service ticket status and history	●●	●	●	●		
Service data by object	●●					
SLO reports (monthly and quarterly)	●●		●			