

Remote Managed Services

We'll Monitor and Manage Your Network Remotely and Proactively



Caring for Your Network 24/7

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. The solution? Outsource some or all of your network management tasks to the trusted experts at Splice.

Splice Remote Managed Services (RMS)

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 while our services alleviate the day-to-day burden of network management so your team can focus on other projects, our real-time notification and reporting system ensures you're always on top of your network status.

Capitalize On Our Tenacity

When it comes to network service and support, "no" is not in our vocabulary. We're tenacious. Our sense of urgency—combined with our expertise and vendor relationships—enable us to keep your network operating smoothly.

24/7 Service

Based in the United States, our team is on the job 24/7 so we can anticipate and minimize problems before they become an issue. Our tools and processes systematize tasks, making our services extremely reliable and affordable.

Splice RMS Plans

From network monitoring to turnkey network management, we have a plan to fit your organization.

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



KEY BENEFITS

Greater Efficiency

Splice RMS gives your network the attention it demands—day in and day out—so your team can focus on critical projects.

Measurable Results

When you choose Splice RMS, you'll reap benefits that improve efficiency and ROI.

- Gain visibility into equipment performance.
- Address outages before users report them.
- Anticipate and address capacity requirements before problems arise.
- Evaluate performance against Service Level Agreements (SLA).
- Meet regulatory compliance guidelines.
- Count on predictable charges—receive a recurring monthly bill, based on the service plan you choose.

One Point of Contact

When you choose Splice, you have one point of contact for all of your network needs. We manage carriers and service providers for you.



SPLICE NOC

Location: United States

Phone: 877 775 4234

Hours: 24/7



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



RMS

Remote Managed Services



UPDATES 24/7

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.


[LEARN MORE](#)

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Service Plans

SERVICES	SPLICEWATCH	SPLICESOLVE	SPLICEMANAGE
Monitoring (24/7)			
Proactive, turnkey remote monitoring	•	•	•
Agent-based monitoring	•	•	•
Network hardware monitoring	•	•	•
Alerts, notifications, and escalations	•	•	•
Carrier Management			
Initiate vendor support (per your contract)		•	•
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)		•	•

NETWORK SOLUTIONS SIMPLIFIED



RMS



NOC



IT Help Desk



Connectivity



Provisioning



Design

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.