# SD - WAN SUPPORT SERVICES

splice™

## OVERVIEW

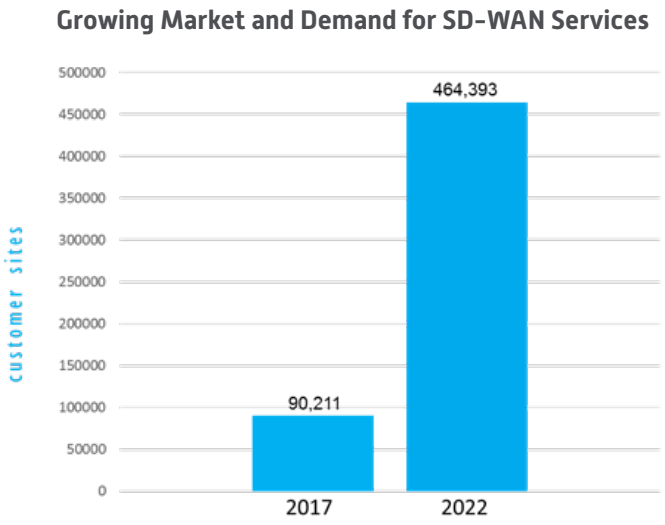
### WHAT IS SD-WAN?

Software-defined WAN (SD-WAN) is a suite of features designed to allow the network to dynamically adjust to changing WAN conditions without the need for manual intervention by the network administrator. By providing granular control over how certain traffic types respond to changes in WAN availability and performance, SD-WAN can ensure optimal performance for critical applications and help to avoid disruptions of highly performance-sensitive traffic, such as VoIP. Additionally, SD-WAN can be a scalable and often much cheaper alternative to traditional WAN circuits like MPLS lines.


### BENEFITS

- Increase Business Productivity + User Satisfaction
- Enhance Business Agility + Responsiveness
- Improve Security + Reduce Threats
- Simplify Branch WAN Architecture
- Reduce WAN Costs By Up To 90 Percent

*According to research firm, Frost & Sullivan, the SD-WAN market is poised to increase to over 464,000 locations by 2022*




### THIS IS EXCITING NEWS!

The demand is expected to grow and become the "standard" over the next 10 years. However, most SD-WAN providers do not offer services to manage the implementation/deployment of services, or the underlying Telecom carrier services, which presents significant challenges:

# CHALLENGES
## IMPLEMENTING SD-WAN SOLUTIONS

DEPLOYMENT: NATIONWIDE + GLOBAL LOCATIONS - For corporations with multiple locations across the state, country or overseas, the time management and resource costs of the actual deployment of services can be overwhelming for even the most mature IT organization. Also, these multi-faceted complex projects can be an extremely time intensive distraction for your team from other valuable projects. In addition, identifying and scheduling the appropriate IT resources for the deployment work can require hundreds of hours of direct management time. While many SD-WAN providers promote an ease of deployment to a simple "plug and play" set up, many office locations to not have IT knowledgeable staff to install, test and or troubleshoot the SD WAN equipment.

MANAGING THE INCREASED NUMBER OF IP /BROADBAND CIRCUITS AT EACH LOCATION - As stated above, one of the primary benefits of SD WAN is the low cost of broadband or IP circuits required to deliver the service. While the "per location" cost is lower, there are two functions that would require more IT resources and management time.

ONSITE IT / CIRCUIT MANAGEMENT – In addition to deploying SD-WAN equipment onsite, many times it is necessary to dispatch a technician to extend a DMARC for the circuits.

DECOMMISSIONING OF EXISTING WAN INFRASTRUCTURE - In many cases for companies transitioning to SD-WAN services, there is equipment from the existing carrier provider that needs to be disconnected, de-commissioned and returned to the underlying carrier or provider. This function requires availability, training and man hours to complete the equipment decommission at each location.

CIRCUIT PROVISIONING – Managing not only multiple locations, but multiple service providers can be extremely time intensive. On average, even a simple IP circuit can require 5-10 hours of management time to manage the circuit order, schedule the delivery of service and test/ turn up of the services.

CONFIGURATION OF SD - WAN EQUIPMENT - Some SD-WAN providers may require configuration of the equipment either prior to or during the onsite implementation. Again, this may present a time and resource challenge for companies. While many SD-WAN providers promote an ease of deployment to a simple "plug and play" set up, many office locations to not have IT knowledgeable staff to install, test and or troubleshoot the SD-WAN equipment.

24/7 CARRIER ESCALATION / RESOLUTION – With a larger volume of location circuits and associated carriers to manage, issue resolution can quickly become a full-time job. Who will respond to outage/performance issue calls, open the trouble tickets with the appropriate carrier and manage the escalation/resolution process to completion

# THE SPLICE SOLUTION
## SD-WAN SERVICES

Splice's SD-WAN Support Services are designed to drastically improve both the efficiency and timeline of the launch of your SD-WAN Solution. This solution is designed to streamline and centralize the management and process of deployment and on-going support after the solution is launched.

### OUR SD-WAN SERVICES INCLUDE:

- ONSITE DEPLOYMENT
- CIRCUIT PROVISIONING + 24/7 SUPPORT
- ONSITE + REMOTE CONFIGURATION
- DECOMISSION SERVICES

## ONSITE DEPLOYMENT SERVICES

Splice can perform a variety of project tasks to assist in the completion of SD-WAN Deployment:

**SITE SURVEYS**

Technicians can provide a detailed overview of the environment including, equipment inventory, network layout detail, site pictures and assessment.

**DEPLOYMENT AND TESTING OF SD-WAN EQUIPMENT**

We will follow the provider's procedures to connect the devices to the customer's network and test the connectivity to the network and to the centralized operational portal.

**INSTALLATION OF OTHER CUSTOMER REQUIRED EQUIPMENT**

Our techs are happy to assist in any other required installation of equipment, while they are on site, even if it falls outside of the SD-WAN Implementation.

**DEMARC EXTENSTIONS** - Telecom circuits delivered to the Minimum Point of Entry (MPOE), by the underlying carrier, which require an extension to the Customer Premises Equipment (CPE), Splice will dispatch technicians to the location to perform a site survey in order to generate a scope of work. Once the scope is determined and approved by the customer, Splice will dispatch our technicians to complete the extension to the CPE. This can be a single project or as part of multi-site project.

## CIRCUIT PROVISIONING + 24/7 SUPPORT

Splice can help overcome a major pain point in implementation and on-going SD WAN services; Managing the Telecom components and deliverables. With our over 17 years in managing complex telecom environments and project, we can provide the following to our clients and partners:

**PROVISIONING**

The Splice Service Delivery Team can provide a complete project management solution to handle all provisioning tasks including: Order management, FOC date confirmation, "Test and Turn up" of services and Carrier Dispatches at the client location

## CIRCUIT PROVISIONING + 24/7 SUPPORT - CONTINUED

### CARRIER ESCALATION | RESOLUTION

Splice's U.S. based, 24/7/365 NOC is ready to immediately respond to outage or performance issues of telecom services that support the SD-WAN solution. Splice has over 150 direct contracts with all of the primary, secondary and regional carriers worldwide. The benefit of these contracts and our relationships with the carriers is our team has "Executive Escalation Access", which results in prioritization and the ability to move any issue to the VP level or above. Our team will relentlessly push our carrier partners to quickly resolve the issue and restore service.

**Each service ticket is classified according to issue type - Classifications from Priority 1 to Priority 4. Target resolution time is 4, 8, 12, or 24 hours, according to issue classification, see below.**

| 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 |

## ONSITE + REMOTE CONFIGURATION

### CONFIGURATION SERVICES

Our technicians will follow provider guidelines to configure all SD-WAN devices as required including:

Onsite Configuration - As part of the Onsite Deployment project, our technicians can configure the devices prior to connect the device to the network

Remote Configuration – If applicable, our technicians can provide remote configuration of the SD-WAN device either prior to shipping of the device to the required location, or as part of the deployment project completion date. This is dependent on the client's needs and subject to the provider's requirements and capabilities.

# THE SPLICE SOLUTION
## SD-WAN SERVICES

## WAN DECOMMISSION SERVICES

Splice technicians can perform a number of tasks to decommission/replace existing equipment once the new SD-WAN services are deployed including:

- Disconnection of Equipment
- Inventory of Decommissioned Equipment
- Management of Return of Equipment to Originating Carrier

### LEARN MORE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