

# Branded Tier 1 Customer Support



## OVERVIEW

### CUSTOMER NEED

Your company has spent valuable time and resources developing your products and services to meet the specific needs of your clients. As technology and market requirements change, your company needs to direct those valuable financial and human resources to continuing to develop your services and grow your business.

### CUSTOMER SERVICE and SUPPORT REQUIREMENT

Customer Service is another critical component of obtaining new customers, but more importantly, retaining the customers you have. In today's competitive environment, business clients expect their vendors to provide 24 x 7 x 365 service to immediately respond to their requests and quickly resolve their service issues.

### SPLICE'S TIER 1 BRANDED SUPPORT vs "IN HOUSE" SUPPORT

Many companies have realized that it is extremely cost intensive to provide an "in house" support and service solution. Instead of tying up valuable financial, management and infrastructure resources building your own support unit, partner with Splice to achieve the customized support solution for your business.

### OMNI-CHANNEL CAPABILITIES



VOICE



E-MAIL



SOCIAL MEDIA



REMOTE LOGIN



SMS



SUPPORT APP



CHAT



VIDEO

### OUR SERVICES INCLUDE:

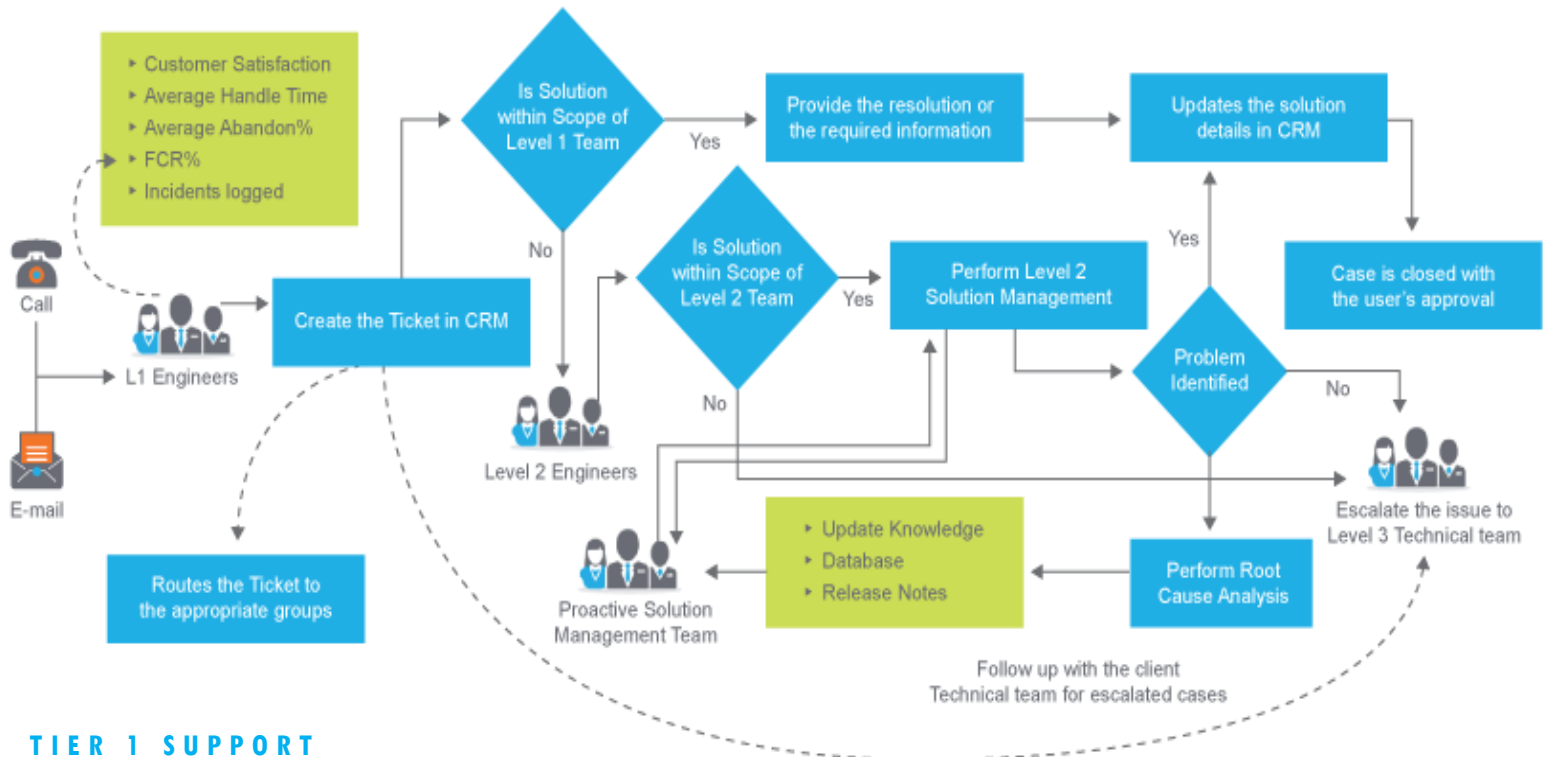
- Fully branded support solution to support your customers
- Phone, email and chat support offering
- U.S. Based Support facility
- 24 x 7 x 365 coverage by trained technicians
- Complete support infrastructure including ticketing system, knowledgebase
- Customized escalation process based on your service and customer requirements

WITH SPLICE,  
ALL TRAINING,  
MANAGEMENT AND  
INFRASTRUCTURE  
UPGRADES AND COSTS  
ARE INCLUDED IN  
OUR SERVICES.

# Branded Tier 1 Customer Support



## TECHNOLOGY SUPPORT PROCESS



### TIER 1 SUPPORT

- Understanding environment variables and narrow down on the trouble points
- Handle configuration, installation set up, how to, non-critical issues
- Performing simulation checks
- Check Knowledge base for a permanent/standby solution
- Focus on customer satisfaction
- Document all communication with customer in the CRM
- Manage backlog efficiently
- Notify / discuss with TL / Manager on Requests that require assistance
- Suggest improvements and be proactive to incidents / tickets
- Timely escalation of case to Level 2 Engineer

### CUSTOMER BENEFITS

- Achieve the highest level of quality of support by leveraging our expertise and infrastructure
- Increased ability to customize and change support requirements as required
- Dramatically reduce the monthly cost of supporting your customers
- Minimize distraction of managing a customer support operation
- Service Level Agreements and Accountability
- Detailed Reporting and incident tracking

# Branded Tier 1 Customer Support



## ENTERPRISE SUPPORT

### TECHNOLOGY VERTICALS and COMPETENCIES

#### INFRASTRUCTURE

- ✓ Servers
- ✓ Storage
- ✓ Wireless
- ✓ Security
- ✓ Network Platform [Routers, Switches and WAN]
- ✓ Telecom (PBX) Unified Communications

#### **Networking Platforms:**

LAN (Routers, Switches) , WAN , Network Access (modems / Mux / gateways), Appliances (Load Balancers, Accelerators), Optical Networks, Network Management

**Wireless:** Wi-Fi, WiMAX , Cellular / Mobility / 3G , Applications

**Security:** Network Security – Firewalls, IDS/IPS , Secure Gateways (Network Access) – VPN, SSL, NAC, End-Point Security, AAA, InfoSec (Content) Security, Anti Virus/ Anti-spyware/ Spam/Malware, Public Key Infrastructure

**Telephony:** PBX, VoIP, Unified Communications, Contact Center, On Demand, Voice, Video, IPTV

#### APPLICATIONS

- ✓ SAAS / Cloud / Virtualization
- ✓ Infra Management [NMS, Patch, Distribution]
- ✓ Open Source
- ✓ Telecom Applications
- ✓ Business Applications [Workflow, CRM Document Management Content Mapping, ERP]
- ✓ Custom Application

**SaaS (Software as a Service):** CRM, ERP, WFM, Document Management, Accounting, Knowledge Management, Help desk, SCM, BI Tools

**Cloud & Virtualization:** Platform, Private Cloud, Applications , Virtualization – Desktop, Server, Storage

**Biz Apps:** CRM, BPM, ERP, BI /Analytics, Office Automation, Accounting Apps

**Open Source:** Operating System, Monitoring and Management Software, Cloud and Virtualization platforms, Storage software, Security Applications – Firewall, Content filters, Telephony



## LEARN MORE

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