

On-Site Support Services

We'll Handle Your IT Projects on Premises and on Time



Count on Us to Work the Way You Do

The equipment on your network supports countless processes and functions that play a critical role in your business. By addressing equipment failures and scheduled replacements expediently, you'll achieve a greater level of performance and uptime. Unfortunately, urgent projects such as these can be a drain on any IT organization, especially if your company has multiple locations across the US or around the world. Splice On-Site Support provides IT project and emergency services when and where you need them.

Why Choose Splice?

Our global team of IT professionals bring a wealth of expertise directly to your premises. Responsive, efficient, and cost effective, Splice On-Site Support is tailored to fit seamlessly into your organization. Highlights of our services and qualifications include:



Qualifications

4,000 IT service professionals worldwide with with extensive network and telecom expertise

Professionally certified technicians and highly credentialed systems engineers

Services

LAN/WAN hardware and software installation and replacement; network configuration and testing

Network refresh projects, including cabling, racking, and custom requirements

Complete site surveys, including site information, equipment details, and high-resolution photos

Emergency Services

Splice can provide 24x7x365 on-site support services to quickly address any critical equipment or network issues that require hands-on technical support. For most sites in the US, Canada, and around the globe, our standard SLA for emergency service is 4 hours. Issues are always addressed according to the procedures and protocols that your company requires.

Response Times

ANYTIME EXPRESS	ANYTIME	SAME DAY	NEXT DAY
Service Hours			
24/7 as required	24/7 as required	9:00–5:00 local time	8:30–5:30 local time
Request Window			
Any time	Any time	By 1:00 p.m. the day of service	By 3:00 p.m. the day before service
Personnel Dispatched			
Field engineer(s)	Field engineer(s)	Field engineer(s)	Field engineer(s)
Response Time			
2 HOURS	4 HOURS	4 HOURS	24 HOURS

KEY BENEFITS

US-Based Operations

Based in Salt Lake City, Utah, our operations center is open 24/7. Our experienced team of IT professionals analyze your requests immediately and schedule field engineers to deliver on-site service.

One Point of Contact

With Splice, you have one point of contact for all of your network- and equipment-related issues. Simply notify us when an incident arises or a new project is needed and we'll handle the rest.

Complete Project Management

The Splice team will coordinate all site visits, meet your specific requirements, and ensure work is completed on time and correctly.

Billing and Estimates

Prior to assigning work, a detailed estimate will be provided based on the scope of work that you provide. Billing will reflect only the actual time and materials incurred.



On-Site Support Services

COST-EFFECTIVE SERVICE PLANS

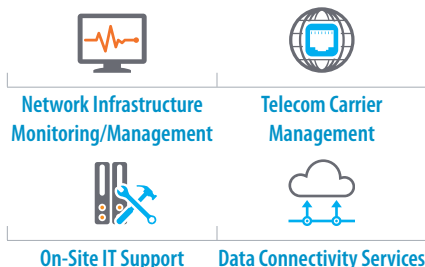
Whether you need periodic project work, emergency services, or ongoing maintenance, Splice will create a custom service plan that's right for you. Complete and cost-effective, a Splice On-Site Support plan frees up your IT resources to focus on your company's high-priority projects and initiatives.

- Individual scheduled projects and site surveys
- 24x7x365 emergency availability
- Ongoing network maintenance plans



OUR SERVICES

Network Solutions Simplified



At Splice, our sole purpose is to enable medium- and large-scale networks, spanning multiple locations, to be managed efficiently and cost effectively, without tying up your internal IT resources. Dedicated and detail-oriented, our team tackles time-intensive tasks and projects with an unwavering sense of urgency and accountability.



LEARN MORE

Contact Us
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Visit Us Online
splice.com/info



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Equipment Support Services

Keep Communication Flowing

Our team of experts provide comprehensive support for network and telecom equipment manufactured by an array of companies. Our prompt on-site services include installation, repair, maintenance, and round-the-clock support.

DATA AND TELECOM		
Manufacturers	Network Infrastructure	Conferencing
Adtran	CSU/DSU	Audio and video conferencing
Cisco	Firewalls	Telepresence systems
Lucent	Frame relay access devices	Displays
Life-size	Hubs	Digital signage
Polycom	Routers	Intelligent white boards
ShoreTel	Security appliances	Telecom
Vidyo	Switches	VoIP-enabled phone systems
<i>And more</i>	Wireless bridges and access points	
	Wireless access points	

Keep Equipment Operating at Peak Performance

From computers and mobile devices to peripherals to point-of-sale systems, we'll manage the acquisition, support, and life cycle of your equipment.

COMPUTERS, DEVICES, AND PERIPHERALS		
Setup and Maintenance	Ongoing Support	Life Cycle Management
Consultation	Programming and configuration	Technology refresh
Installation, testing, verification	Remote hands access	Upgrades
Moves, additions, and changes	Troubleshooting	
On-site maintenance	Virus mitigation	



SPLICE OPERATIONS

Phone: 877 775 4234
Hours: 24/7

