

How we do it

Splice Methodology

A Consistent Framework of Repeatable Practices

We incorporate a solid methodology of seven core M&P's (Methods and Procedures)

Splice Communications will:

- Research:** Understanding our customer's voice, their obstacles, needs, desires, goals & requirements.
- Refine:** Analyze data and develop options for comprehensive solutions that enables client choice.
- Redesign:** Customize and reconstruct old existing services with new improved options, streamlined for optimal performance, operational excellence and reduced cost.
- Recommend:** Finalize solution, document M&P's, Scope of Work and recommend service options to consider.
- Redeploy:** Implement final M&P's and/or solution-work process, replacement, upgrade, supplemental, or renegotiated network services, support and/or operations.
- Results:** Delivery and ongoing support including fully appreciated services and work results, effectively addressing all elements of the solution, reducing costs & improving bottom line results.
- Review:** Continuous review and quality improvement cycle. Conduct follow-up collaboration with our customers to ensure that the intended business value is realized.

Work Ethic Integrity & Commitment

- Satisfy customer priorities at all stages of an engagement.
- Develop solutions that are aligned with the business vision.
- Leverage our industry experience & knowledge on behalf of our clients to solve specific business needs.
- Foster partnerships and joint ownership of results among multiple vendors, service providers & end-users.
- Achieve quality and performance breakthroughs through process improvement and innovation.
- Deliver early business benefits through frequent successes.
- Guide solutions that support the business vision.
- Orchestrate all aspects of business change.





Why Outsource Your Telecommunication Management?

"Professional, faster, more efficient, telecom implementation"

The Customer Burden

- Business Resources are hired to focus on CORE business responsibilities - not telecommunications requirements
- Telecom can be complex and confusing
- Most customers require multiple carrier solutions depending on location and application
- Multiple Master Service Agreements with various carriers = inefficient
- Negotiation drains time and legal expense
- Multiple carrier invoices are confusing and often inaccurate
- Invoice reconciliation from multiple carriers is time consuming and confusing
- Multiple NOC/Support Centers and carrier escalation points can be confusing
- Navigating the complex world of Carrier environments and escalations can be time consuming & frustrating
- Many Carriers have moved service delivery, support centers and other departments out of country
- Barriers occur due to language, time zones, resource constraints
- High Cost of FTEs (Full Time Employees)

Network changes such as relocation, telecom service upgrades, or new service pricing & implementation can be time consuming to manage. Splice Communications has an experienced staff with years of telecom experience to assist your growth needs by off loading your IT and telecom staff from the complexities involved in managing carriers. With years of experience in working with various carriers, Splice will increase your productivity with the following activities:

- Assess your existing telecom network infrastructure.
- Provide options & make recommendations that ensure that your telecom infrastructure is efficient & cost effective.
- Reduce headaches and frustrations associated with navigating the complex & difficult internal carrier world.
- Allow company employees and IT staff to focus their time on what they know best within your own core business environment.

"Reduced Telecom Cost of doing business"

Gain a professional edge when you outsource your company's telecom management to Splice Communications.

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