

What we do

Intelligent Managed Services

We customize our services to each client's needs. We have proven success in every aspect of telecommunication management including telecom CPE remote monitoring, managed services, implementation and project management, pricing, options, contract negotiation and escalation expertise. We can even assist in relocations, installation and telecom RFP creation.

Splice Communications offers telecommunications consulting in the following areas:

- CPE (Customer Premise Equipment) Lease
- Managed Services Remote Monitoring
- Telecom Project Management Service Delivery / Provisioning Test and Turn Up
- Telecom Negotiations Telecom RFP/RFQ Research & Evaluation
- Implementation of Telecom Solutions

Tasks performed by Splice IMS:

- End to end management and ownership of service issues:
 - Full service management solutions including circuits, CPE, reporting & escalation
- Configure monitoring agent for operational metrics on device including:
 - Basic device availability (ICMP/Ping)
 - Power supply health
 - Temperature in operational range
 - Fan health
- Configure monitoring agent for performance metrics on device including:
 - CPU utilization
 - Port error rates
 - Memory utilization
 - Port utilization rates
- Establish baseline of acceptable performance and configure warning and error event thresholds for each performance metric

*Look closer,
it's what's inside...*





Tasks performed by Splice IMS

- In conjunction with the customer, establish an escalation plan for each class of alert
- Audit device configuration to assure ongoing manageability
- Perform initial backup of router configuration. Data backups are to be replicated off-site.
- Ongoing daily, monthly tasks performed by Splice Communications IMS NOC staff & proactive monitoring systems:
 - Monitoring for alerts on a 24x7 basis
 - Out of Band - Monitoring (customer provided line) for alerts on a 24x7 basis
 - Verify that alerts are valid and actionable (i.e., filter out false alerts)
- Escalate alerts as needed to Splice Communications IMS internal technical staff or to the customer as determined by the pre-defined escalation plan
- Splice Communications IMS staff will attempt to resolve device warnings, errors, or other issues as they arise
- In the event of a device hardware failure, escalate to the vendor (e.g. Cisco), a third-party service organization, or to the customer as determined by the pre-defined escalation plan
- Create a Trouble Ticket entry for each service event and close the Ticket as issues are resolved
 - Tune alert threshold as needed to minimize false alerts
 - Help-desk support 24-7 for problems related to the managed device
- Status and reporting:
 - Near real-time status of operational state and performance of device
 - Historical reporting on operational status & selected performance metrics

KNOW YOUR OPTIONS.