

Overview

- Headquarters – Palo Alto, California
- Nationwide and Global Service Provider
- 100+ Direct employees and 2,000 + contracted technicians
- 350 Customers and thousands of devices under service
- U.S. Based Services and Support Centers

Services Sold

- Remote Desktop-Support-As-a-Service (RDaaS)
- Nationwide and Global Onsite IT Support
- Infrastructure Monitoring and Management
- SD WAN Telecom Support – Deployment and Project Management
- Support Services – Nationwide and Global Telecom Escalation & Resolution
- IT Security Solutions
- Back Up and Disaster Recovery

Elevator Pitch

Splice is a Global MSP, specializing in critical IT Support services for SMB and Enterprise clients. By outsourcing to Splice, customers are able to extend the reach and a resources of their IT department for single projects and or day to day IT operations. Splice IT services empowers our customers to manage a wide array of IT initiatives in the most efficient and cost effective manner, customized to their specific requirements and objectives.

Key Differentiators

Splice- IT Solutions Simplified

- Able to provide Desktop Support services to end-users anywhere in the world
- Response to Help Desk requests in 2 minutes or less, and 88% resolution on the first engagement with the impacted end-user
- Access to over 5,000 technicians Globally for Onsite and remote IT services in virtually any metro area
- Superior and relentless Customer Service and communication with partners and customers

Benefits:

Custom Solutions – No Mandatory Bundles

“A La Carte” services based on specific client requirements. We do not “sell” services that our customer do not need

Single Point of Contact

For clients with single or multiple locations, Splice is a single POC for all mission critical IT services or projects

Ideal Customer Profile

Primary Prospect Target: Desktop Support & Infrastructure Management

- SMB and Enterprise companies interested in outsourcing the high resource cost to manage daily end user Help Desk support requests or Infrastructure Management

Primary Target: Onsite IT & SD WAN and Telecom Support Services

- Clients with geographical or technical limitations to deploy services onsite at multiple locations in a cost effective and streamlined manner

Primary Target: NOC and Telecom Service Support

- Clients with Multiple locations and carriers, (Voice and Data) that need 24 x7 x 365

Qualifying and Technical Questions

- How are you currently providing end-user Desktop support?
- How many support incidents does your team manage for end-users each month?
- How many locations do you have?
- Plans for growth and expansion?
- How are you currently managing and supporting your telecom and network assets in the event of outages or performance issues?
- Do you have any initiatives or upcoming projects that will require technicians to be on site?
- Do you currently have a solution to back up your critical data in the event of a failure or external network attack?

Objection

Rebuttal

I am hesitant to Outsource Desktop Support

With Splice, clients realize faster response and resolution times than they will with in house IT support. This approach frees up critical IT resources to manage higher priority projects and increases both employee satisfaction and productivity, while reducing down time due to Network and IT related issues

I prefer to work with an MSP who is local to my corporate office

With Splice, clients are not limited to the "bench" of a local MSP in terms of technical skill and availability. Splice has multiple teams of technicians in every metro area and manages the scheduling and vetting of technicians, matching the requirements of the task or projects as required. Splice also schedules regular site visits with the same technicians, so that they are familiar with the environment and employees are comfortable with those technicians. Help Desk and Infrastructure Management services are designed to respond and resolve issues faster than local MSPs who are often limited in size and ability

How do I know the techs you send onsite are qualified?

Technicians are vetted and classified in a database categorized by skillset and with the highest level of technical aptitude and service.