splice™

Case Study

AnswerNet Help Desk Services (AHS) enabled Splice to efficiently meet complex client technical demands while maintaining exceptional service standards and operational success.

Industry: IT Services and IT Consulting

Client: A global managed service provider (MSP) specializing in IT Solutions and infrastructure management



The Client

Splice is a global managed and professional services company specializing in IT solutions. They offer broad support for end-user and network management that allows clients to allocate their resources to innovation and revenue generation, while enhancing the overall customer experience.

The Challenges

Splice was having difficulty accommodating the individual technical specifications of each client, while at the same time maintaining their high service standards. Not only did each client present a unique, diverse set of needs, they also required specialized API integrations to connect seamlessly with their own software platforms.

Exceeding the SLA

AnswerNet often exceeded the service level agreement (SLA) by maintaining above-average, first-call resolution rates.

"We've had a great experience with AnswerNet! The teams are always extremely responsive to us. Your team is working out of our ticketing system, which really makes our process easier."

—Splice Senior Executive

The Solution

Splice partnered with AnswerNet Help Desk Services (AHS) to assist them in resolving these issues. With our tailored L1 and L2 support, extensively trained techs, continuous quality oversight and a skilled helpdesk team, AHS was able to effectively meet and resolve Splice's challenges.

Specifically, our solutions included:

- **API Integrations:** AHS implemented API integrations that delivered ticket data in real-time and allowed for direct escalation of tickets into the clients' systems. This ensured a seamless, transparent flow of information and swift ticket resolution.
- **Customized Workflows:** AHS developed client-specific workflows for Splice to handle tickets within our system and customized them for the ticket handling requirements of each Splice client.

The Results

- **Maintained resolution percentages and response times:** AHS successfully met and often exceeded the SLA requirements for various clients, maintaining above-average, first-call resolution rates. This consistency in exceeding SLAs ensured that the expectations of Splice clients were surpassed.
- **Enhanced client operations:** By integrating directly with Splice's client systems and maintaining responsive support, AHS significantly eased the operational burden on Splice, allowing them to concentrate on their core business activities.

The Splice/AHS partnership highlights the effectiveness of a customer-centric approach to managing complex IT support issues. By adapting to each client's unique needs and integrating our sophisticated solutions such as real-time API integrations and customized workflows, AHS has helped Splice to successfully streamline their operations and expand their capacity for innovation and growth.