How **amatis** helps a Voice Solution Provider deliver cloud-based telephony.
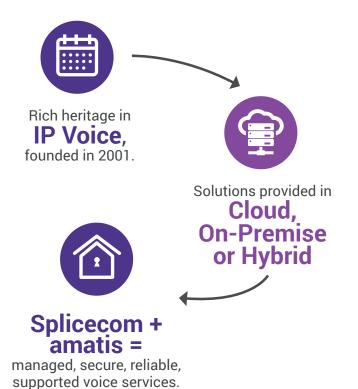
Splicecom is a British innovator of voice solutions providing a comprehensive portfolio of unified communications, contact centre and embedded app solutions that are equally at home operating in the cloud or on customer premises. These solutions are provided exclusively through channel partners who cover a wide range of sectors including Education, Healthcare, Hospitality and Small-Mid Sized Businesses.

Rich heritage in
IP Voice,
founded in 2001.

Solutions provided in
**Cloud,
On-Premise
or Hybrid**

**Splicecom +
amatis =**
managed, secure, reliable,
supported voice services.

The Challenge

Splicecom believe in offering end-users choice in the way they deploy their voice solutions: either as technology installed on-premise, a solution hosted in the cloud or a hybrid combination of the two. As such it is vital that Splicecom have a partner they can trust to provide resilient cloud hosting and connectivity services.

"Our end-users rely on their telephony, it is a fundamental tool in doing business. Resilience and performance are therefore a key part of our cloud offering and we need to work with a partner that is as passionate as we are in delivering the best possible service to customers."

Robin Hayman, Director Marketing & Product Management, Splicecom

Splicecom needed a partner that was flexible, as a one-size-fits-all offering is rarely applicable. They needed a datacentre provider that could offer flexibility around hosting to cater for the broad range of end-user requirements. They also needed a partner that could work with the channel providing end-to-end connectivity for some partners or leveraging existing connectivity where the channel partner already had this in place.

Dependable Flexibility

As both a cloud and connectivity service provider, amatis is the ideal partner with the capability of delivering an end-to-end solution to support Splicecom's Cloud offerings. The fact that amatis own and manage their own network and datacentres enables them to be highly flexible providing both standardised and tailored options for Splicecom end-users and channel partners.

End-User Specific Instances – For organisations looking to consume a Splicecom solution in the cloud, amatis provide a private instance of the MultiApp Platform in their cloud known as a vMAP (virtualised). By working with Splicecom, amatis has been able to define a range of standard builds to meet requirements while also keeping an option to custom build a vMAP for unique requirements.

Virtual Datacentre – For smaller organisations, Splicecom wanted a facility to quickly create virtualised instances of their vMAP to support these end-users. This requirement is met by delivering to Splicecom a Virtual Datacentre Environment that can be remotely controlled and managed by the Splicecom team.

Flexible Connectivity – Reliable connectivity and Quality of Service (QoS) is critical in delivering cloud-based voice services. As a network specialist, amatis help both Splicecom and their channel partners to provide the most appropriate connectivity from simple ADSL through to a fully managed MPLS network. With direct connections into many local exchanges, amatis delivers fully managed end-to-end connectivity.

Secure Solution – Security also plays a key role ensuring that hosted services are protected from malicious attacks. amatis provides the capability to protect each vMAP with an industry leading firewall solution.

"amatis is not only a partner that can deliver the end-to-end solution for Splicecom, but a partner we trust and can closely work with to architect cloud and connectivity services that are fully aligned to the needs of our end-users and our channel partners."

Abid Bhatti, Operations Director, Splicecom

Why Amatis

What makes amatis a key partner for Splicecom is their ability to deliver on four key areas:

Expertise – amatis are true specialists in networking and connectivity with extensive experience of enabling cloud voice solutions. This enables amatis to architect an environment that delivers on Splicecom's requirements, and also allows them to cleverly adapt this solution to meet the specific needs of end-users.

Performance – amatis not only understand the world of VoIP, but also have their own carrier-grade network, this ensures they deliver end-to-end connectivity and services that perform and deliver the quality of service required by Splicecom end-users.

Resilience – as standard, amatis provides a resilient service to Splicecom users with an n+1 configuration of servers and a network that is meticulously monitored and managed, ensuring that each and every user has a service that they can rely on.

Service – amatis is as passionate about service delivery as Splicecom. With ISO9001 certification, quality of service and support underpins everything that amatis do. By utilising private datacentres and working in true partnership with amatis, Splicecom are able to deliver a fully managed service to their end-users.

Value Delivered

By partnering with amatis, Splicecom can offer the flexibility to its end-users that is a key part of their proposition. amatis provides them with a highly reliable cloud platform and connectivity that enables them to deliver the best possible end-to-end service.

"We pride ourselves on providing solutions that fully meet the needs of our end-users, with amatis we have a partner that shares our mindset and has the capability to deliver flexible, scalable and reliable services from the cloud to the customer premise."

Abid Bhatti, Operations Director, Splicecom

The combined expertise across voice, cloud and networking makes amatis a key partner providing far greater value that simply circuits and rack space. They are able to work with Splicecom to architect and deliver a cloud service for end-users, and closely work with channel partners to meet the specific requirements of their customers and the way they work.

"Cloud and connectivity are critical elements in our service delivery, and we need to know that these elements are in the hands of a specialist that we trust. amatis offers us significant advantage over a public cloud solution, enabling us to have truly joined-up and end-to-end support for our end-users."

Robin Hayman, Director Marketing & Product Management, Splicecom

Services Delivered

Solution Design

Cloud

Connectivity

Support

Security

About amatis

We are specialists in connectivity, cloud and security. We work with our customers to understand their specific needs and deliver solutions that positively impact their business. We operate two UK data centres delivering a comprehensive range of private cloud services. This is complemented by our own carrier-grade network that enables our customers to securely connect all their locations and for us to deliver an end-to-end solution that guarantees delivery of customer applications.