

Voice Platforms & Deployment



SpliceCom

The right choice for voice

SpliceCom Systems

The wide range of unique, field proven business communications solutions available from SpliceCom allows you to put together a fully integrated system to meet your needs – both now and in the future. For smaller businesses there's the S716 soft/virtual IP PBX or 5108 hard IP PBX to consider. If you're a larger organisation there's the S8000 soft/virtual IP PBX family or 5100 Hard IP PBX to choose from at the core, be that on your premise, or in the cloud. And for those with more than one-site there's our extensive portfolio of Flexible Edge Solutions (FES) for your other offices; 5108 or 5100 Hard IP PBXs, S8000 Soft IP PBXs and the 5500 Network Service Gateway can all be mixed and matched as required and networked back to the core to provide a single seamless and totally resilient system. There's even the ability to make legacy PBXs and analogue phones an integral part of your SpliceCom system through the deployment of trunk and phone gateways.



Amongst the many benefits that SpliceCom systems bring businesses of all sizes are;

- A future proofed design which will grow with your business needs – in terms of both capacity and sophistication
- A wide choice of soft/virtual IP PBXs, to fit in with your existing IT policies, in addition to hard IP PBXs and gateways.
- Choice of on-premise, cloud or hybrid deployment options
- Add virtual servers in the cloud, site connectivity and SIP services from SpliceCom Select for a secure single supplier solution
- Support for IP handsets, mobile phones and existing analogue phones
- A range of mobility solutions that allows you to utilise existing smart phones, tablets, laptops and home telephones as fully featured extensions on your system.
- A flexible fully integrated Voice Processing system offering;
 - Voicemail
 - Unified Messaging
 - Auto Attendant
 - IVR
 - Call Recording
 - Meet Me Conferencing
 - In-queue Announcements
- Support for SIP and ISDN trunks
- Integration with your core IT applications, including CRM, ERP, PIMs and web based services.

To complete the overall solution, SpliceCom's Vision Business Management suite offers a modular, web-based range of value added apps. Developed by SpliceCom to deliver business critical information to directors, managers and key employees, exactly when and where it's needed, these apps include;

- Historical Reports (Vision Reports) with the option of integrated Call Recording (Vision Record)
- Real-time Wallboards and Dashboards (Vision Live)
- Inbound Call Centre (Vision Call Centre)

Soft & Virtual PBXs

S716 Small Soft IP PBX

Based on the field proven Maximiser OS utilised across all SpliceCom systems, the S716 is the Soft IP PBX for smaller, single-site businesses and comes supplied with an initial 5 User Starter Pack supporting 2 SIP trunks. The S716 scales all the way up to 16 users and delivers all the superb features and future proofing you've come to expect from SpliceCom voice solutions.

Alongside SpliceCom's advanced business voice features and wide choice of PCS IP handsets and softphones for PCs, Macs, Smart Phones and Tablets, you'll find the option of ISDN BRI or PRI modules for legacy trunk connectivity, phone modules for analogue devices and a simple, pain-free migration path to SpliceCom's larger S8000 Soft IP PBXs.

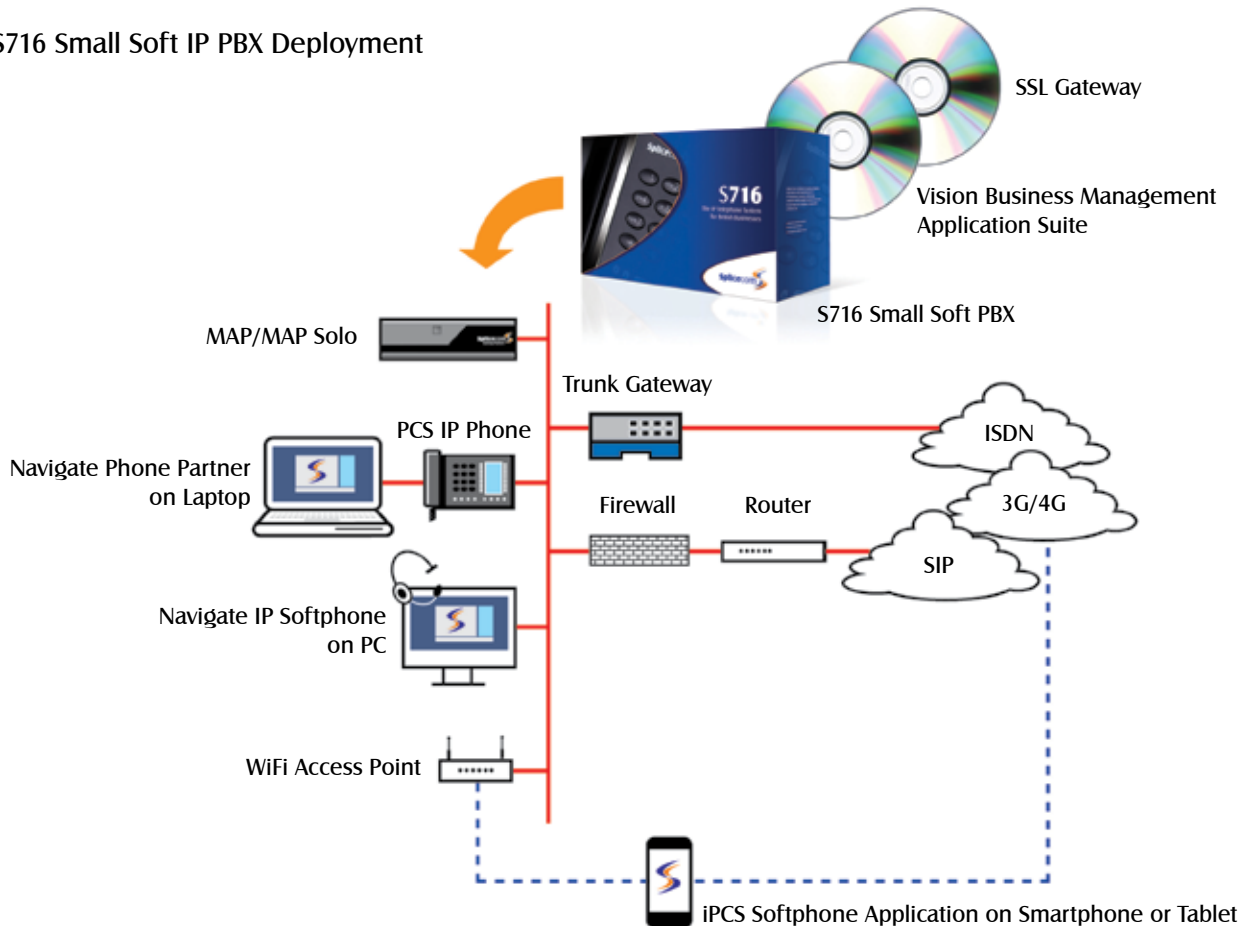
To maximise the true business benefits of the S716 Soft IP PBX, there's a Small Vision Reports Pack, delivering the highest level of Business Management Reporting with optional Encrypted Call Recording and/or Real-Time Wall Boards and Dashboards.

The S716 also comes supplied with two iPCS licences for SpliceCom's latest IP Softphone app for Apple/Android Smartphones and Tablets. Turning these popular devices into fully featured system phones and operating over WiFi, broadband and 3G/4G services, iPCS is the biggest advance in mobility solutions since the introduction of DECT.

SpliceCom's S716 Soft IP PBX, Small Vision Business Management Suite and SSL Gateway can all run on the same SpliceCom MAP or MAP Solo platforms, Linux PC/Server or Virtual Machine, minimising your cost of entry, whilst delivering unmatched levels of system integration with all the associated business benefits.

- Soft PBX, running Maximiser OS to redefine customer choice for smaller businesses
- Single-site solution, supporting up to 16 users
- Runs natively on SpliceCom's MAP/MAP Solo platforms or Linux (SUSE & CentOS)
- Runs in Virtual environments
 - VMware
 - Microsoft Hyper-V Server
- Easy and affordable upgrade path for investment protection

S716 Small Soft IP PBX Deployment



S8000 Soft IP PBX

Soft IP PBX family with four variants supporting 8 to 1,000 users, delivering all the familiar, award-winning Maximiser OS features. Offering businesses unrivalled choice in terms of deployment, management and use, all S8000 Soft IP PBX systems can be easily upgraded and expanded, providing outstanding investment protection.

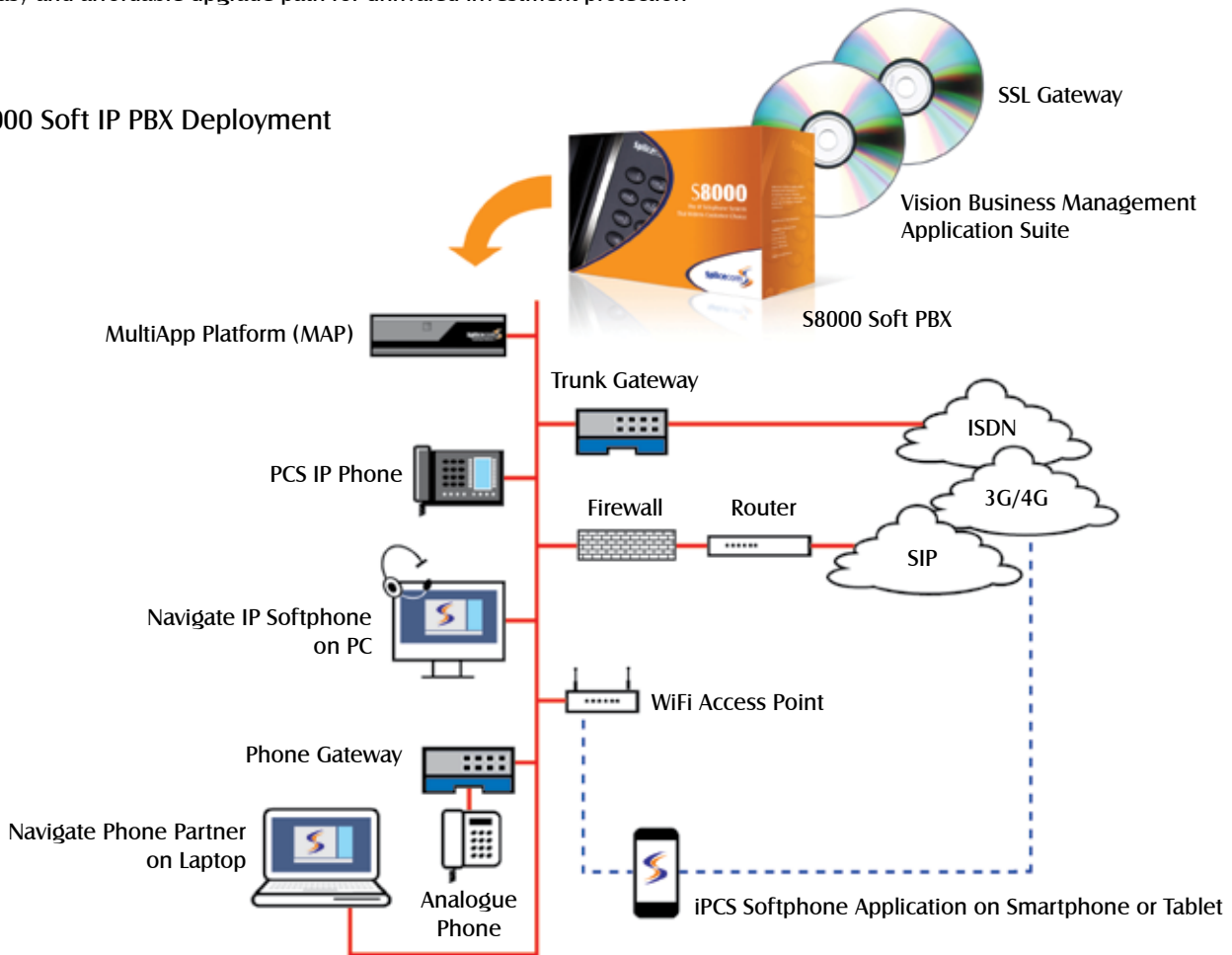
The S8000 also comes supplied with two iPCS licences for SpliceCom's latest IP Softphone app for Apple/Android Smartphones and Tablets. Turning these popular devices into fully featured system phones and operating over WiFi, broadband and 3G/4G services, iPCS is the biggest advance in mobility solutions since the introduction of DECT.

SpliceCom's S8000 Soft IP PBX, Vision Business Management Suite and SSL Gateway can all run on the same SpliceCom MultiApp Platform (MAP), Linux PC/Server or Virtual Machine, minimising your cost of entry, whilst delivering unmatched levels of system integration with all the associated business benefits.

- Maximiser OS Soft PBX family, for mid-sized and larger businesses
- Four variants supporting 8 to 1,000+ users
- Runs natively on SpliceCom's MAP/MAP Solo platforms or Linux (SUSE & CentOS)
- Runs in VMware and Microsoft Hyper-V Server Virtual environments
- Easy and affordable upgrade path for unrivalled investment protection



S8000 Soft IP PBX Deployment



Widening Customer Choice

To simplify installation, management and on-going support further still, your S716 or S8000 IP PBX can be supplied pre-loaded on SpliceCom's own MAP or MAP Solo (S716 only) platforms, giving you great peace of mind. You can also save costs by running SpliceCom's Vision Business Management Suite and SSL Gateway for secure remote connectivity, simultaneously on the same MAP. Alternatively, you run SpliceCom's Soft IP PBX family on your own PCs or Servers as a native Linux application, or as a virtualised app to fit in seamlessly with your existing VMware or Microsoft Hyper-V computing environment. The choice is entirely yours.



Hard IP PBXs

5108 Small Hard IP PBX

The 5108 is SpliceCom's entry-level Call Server, meeting the standalone telephony needs of smaller businesses and extending the cost-effective reach of Maximiser OS based Flexible Edge Solutions down to the smaller offices of larger organisations.

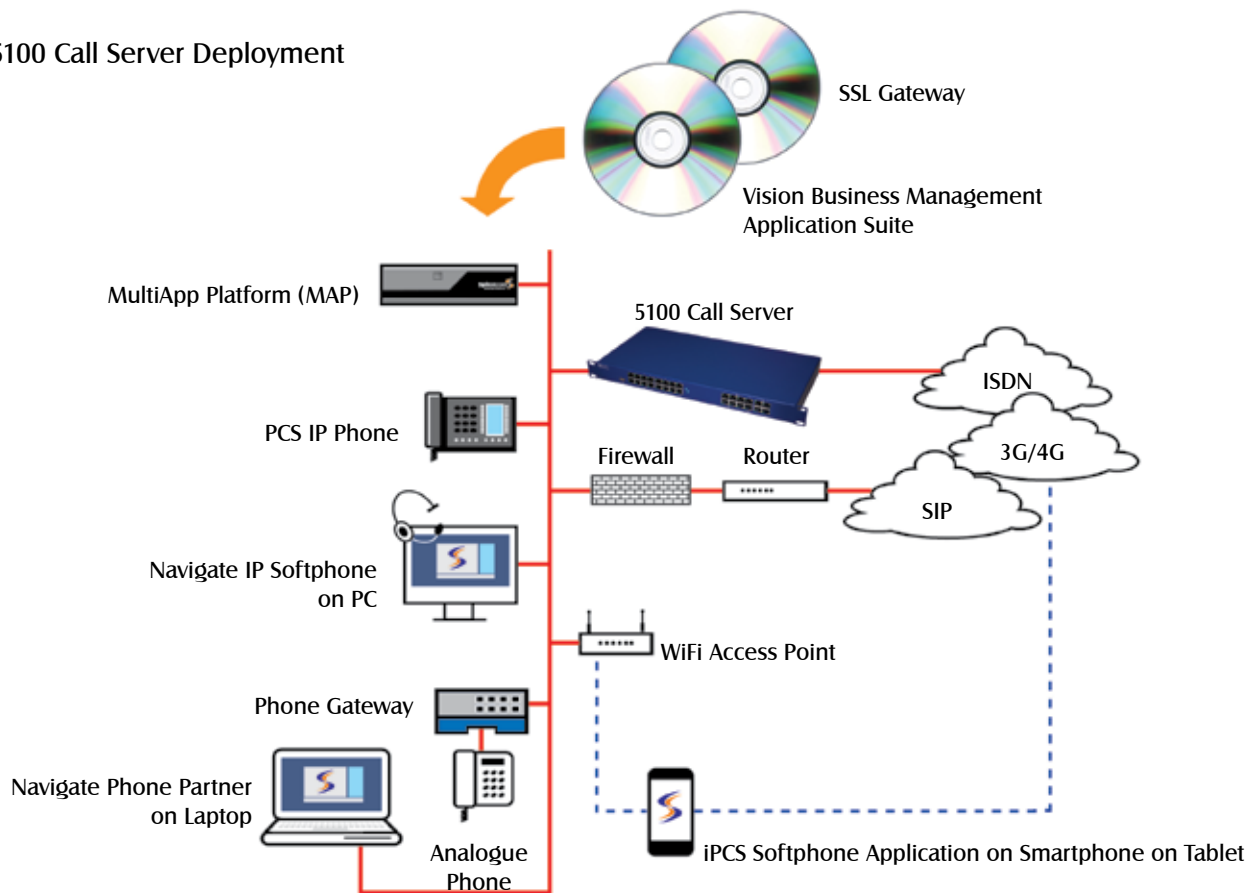


5100 Small Hard IP PBX

From small to large, from single site to multi-site, from simple dial-tone requirements to sophisticated Unified Communications and voice integration with core IT applications, the 5100 hard PBX allows customers to "mould" their SpliceCom system into what ever they want it to deliver for their particular business.



5100 Call Server Deployment



Gateways

5500 Network Service Gateway

Delivers full functionality remote site survivability in the event of primary IP link failure between sites for Maximiser S8000 Soft PBX and 5100 Call Server systems, offering local ISDN PRI/BRI or SIP breakout. Also provides connectivity for legacy services and devices for Maximiser S8000 Soft PBXs.



Intelligent Gateway Modules

SpliceCom's range of Intelligent Gateway Modules provide connectivity to legacy devices and services for the S716 and S8000 Soft/Virtual voice platforms, in addition to providing expansion for the 5108 and 5100 Hard IP PBXs.

Developed in-house to guarantee interoperability, the three variants provide connectivity to Basic Rate ISDN services and legacy PBXs (I208), Primary Rate ISDN & DPNSS services and legacy PBXs (I230) and analogue phones, fax machines and modems (P308). A small slimline low-profile design combined with LAN connectivity allows you to place these modules exactly where you need them, greatly reducing any cabling requirements.

Power over Ethernet (PoE) support allows individual Intelligent Gateway Modules to be driven through PoE enabled LAN switches or SpliceCom's STEPS in-line PSU. Where higher densities are required, up to five modules can be mounted in the Intelligent Gateway Module Rack - or up to four if the optional Intelligent Gateway Module PSU is chosen to power them.

Basic Rate ISDN Trunk Gateway (I208)

Provides connectivity for up to four Basic Rate ISDN (BRI) interfaces. Supplied with a single BRI enabled (two embedded universal trunk licences). Can be increased to eight channels in total by adding extra licences. S/T operation supported for connectivity to ISDN services or devices.



Primary Rate ISDN Trunk Gateway (I230)

Provides connectivity for a single Primary Rate ISDN (PRI) interface. Supplied with eight embedded universal trunk licences. Can be increased to thirty channels by adding extra licences. S/T operation supported for connectivity to ISDN services or devices.

Also provides legacy connectivity for traditional PABX environments when activated in DPNSS mode. Enables transitional migration from legacy to IP based Unified Communications.

Legacy ISDN services are often installed in inappropriate building locations, by utilising the intelligent distribution approach ISDN services, be they Basic Rate or Primary Rate, can be easily delivered to what might be a remote on-premise location, e.g. Computer Room, thus avoiding high ISDN relocation costs. Alternately, ISDN services can be connected to an off-premise virtual/cloud PBX via an appropriate IP WAN service to deliver a trunk failover solution.



Analogue Phone Gateway (P308)

Provides physical connectivity for up to eight legacy analogue devices; phones including single analogue DECT devices, fax machines, modems, etc. Supplied with eight embedded user licences. By utilising LAN based distribution, SpliceCom's Analogue Phone Gateway allows devices to be supported locally, be that in distributed locations or where there is insufficient cable deployment. Small remote offices that do not justify a PBX or local survivable gateway can greatly benefit from the deployment of analogue devices. The Analogue Phone Gateway also allows analogue phones to be used with Phone Partner apps; Navigate for Windows, PCS 60 for Mac OS X and Navigate UC/CRM.



Intelligent Gateway Module Rack

Passive rack system. Allows up to five modules of any type, including the Intelligent Gateway Module PSU, to be mounted in a standard 19" enclosure.



Intelligent Gateway Module PSU (PoE4)

Power Supply for up to four Intelligent Gateway Modules. Can be used with or without the Intelligent Gateway Module Rack.



System Management

Maximiser OS's scalable, distributed architecture allows every SpliceCom system to be managed and administered from anywhere, via a single, platform independent, web-based management interface, regardless of the number of sites or whereabouts of employees dispersed around your business. There's no requirement for expensive management apps or dedicated hardware, because all the system information is held in a single database that's replicated across all Soft IP PBXs, Hard IP PBXs and Network Service Gateways. It's this distributed database that provides inherent system resilience, with IP Phones, Phone Modules and Trunk Modules being able to fail-over to a secondary Soft IP PBXs or Hard IP PBX in the event of the link to the primary failing.

Manager Assist

Specifically developed by SpliceCom, in direct consultation with those responsible for administration of their systems on a daily basis - system managers and reseller engineers – Manager Assist provides a set of tools to simplify the configuration and every day management of SpliceCom's wide range of Soft, Hard and Virtual IP PBXs further still.

Manager Assist is a further example of SpliceCom's "ease-of-management" commitment, delivering System Wizards, Configuration Aids, System Checks and Utilities, Command Line Scripts and FAQs via a unified front-end menu as an integral part of the web based system manager.



System Scalability

All SpliceCom systems are simple to put together – be they a Soft IP PBX running on SpliceCom’s MultiApp platform (MAP), an industry standard PC or Server, on a virtual server, or as a traditional hard IP PBX. Adding users, trunks and value added voice applications is just as straightforward. A no-nonsense licence key scheme allows you to provision more capacity and system resources when you need them, one at a time. There are only ten SpliceCom system licences;

User

Enables a single user on a Maximiser OS system. Users of PCS and 3rd Party IP Phones all require a User Licence as do users of the iPCS IP Softphone app for SmartPhones and Tablets, along with the Navigate, PCS 60 and PCS 60 Ops Console apps when utilised as an IP Softphone. Users of analogue phones also require a User License, however, the I308 Phone Gateway comes supplied with 8 user licences. Extension Anywhere and Hot Desk Users also require a User Licence.

Virtual User

Enables all the functionality associated with a full User License, but does NOT allow the use of an associated on-switch phone. Primarily intended for use where a SpliceCom system has been deployed for its voice processing capabilities, i.e. in legacy PBX migration scenarios, or Schools where teachers have their own voicemail box, but don’t have a phone.

Operator Console

Enables the Operators Console feature set for a single user on the PCS 60 Operators Console application or the PCS 562, PCS 572G and PCS 582G IP Phones.

Voicemail Box

Enables a single voicemail box for a user, virtual user or Department.

Voice Processing

Enables a single concurrent voice processing port on a hard, soft or virtual IP PBX and when running the Maximiser OS voice processing application on a standalone Mac OS X or Linux PC/Server. The 5108 Hard IP PBX is supplied as standard with 2 voice processing ports and the 5100 Hard IP PBX with 4 voice processing ports. These capacities can be expanded to 8 and 16 ports respectively. The S716 and S8000 Starter Packs come with 2 and 4 voice processing port licences, and offer a maximum capacity of 15 and 68 ports respectively. Increasing the number of Voice Processing Ports allows more people to access voicemail, auto attendants, Interactive Voice Response systems, meet-me-conferences and listen to in-queue messages, in addition to providing higher density call recording, at the same time.

Enhanced Speech Processing (ESP)

Enables multi-level auto attendant, direct dial through & Interactive Voice Response (IVR) capabilities on a single concurrent channel basis. Also provides Text-to-Speech on the S716, S8000 and 5100 IP PBXs. Higher capacity is delivered by running the SpliceCom Voice Processing app on a standalone Linux PC/ Server or Mac OS X platform. Deploying Enhanced Speech Processing frees up your workforce by automating repetitive telephony tasks.

Universal Trunk

Enables a single trunk channel (BRI, PRI, DPNSS, SIP or H.323) on SpliceCom’s soft, hard or virtual PBXs. Please note that the optional I208 or I230 Trunk Gateways are required if ISDN or DPNSS is to be supported on soft or virtual PBXs.

Voice Compression

Enables a single G.729a, 8kbps voice compression channel on the S716/S8000 Soft IP PBXs and 5100/5108 Hard IP PBXs. Voice Compression allows more voice calls to be squeezed down a single trunk, reducing the overall number of lines required and reducing costs.

8 Port Analogue Expansion Licence (5100 Hard IP PBX)

Enables eight additional analogue extensions on the 5100 Hard IP PBX. Increases the overall capacity to 16 directly connected extensions. Further analogue capacity can be achieved by utilizing the P308 Phone Gateway.

4 Port IP Expansion Licence (5108 Hard IP PBX)

Enables four additional IP extensions on the 5108 Hard IP PBX increasing the overall capacity to 12 users.

Platforms

Platform	S8100	S8050	5100	S8025	S8004	S716	5108	5500	I208	I230	P308
Soft/Virtual IP PBX	●	●		●	●	●					
Hard IP PBX			●				●				
Standalone IP PBX	●	●	●	●	●	●	●				
Networked IP PBX	●	●	●	●	●		●				
Remote-Site Survivable Gateway								●			
Intelligent Gateway Module			●						●	●	●
Primary Rate ISDN Gateway			●					●	●		
Basic Rate ISDN Gateway			●				●	●		●	
Analogue Phone Gateway			●				●	●			●
Users	8(1000)	8(500)	8(500)	8(250)	8(40)	5(16)	4(8or12)	4(250)			8(8)
Voicemail	8(1200)	8(600)	8(600)	8(600)	8(600)	5(20)	5(20)	5(300)			
Trunk	4(120)	4(68)	4(68)	4(68)	4(68)	2(15)	2(8)	2(34)	2(8)	2(30)	
Voice Compression	0(120)	0(68)	0(68)	0(68)	0(68)	0(15)	0(8)	0(34)			
Voice Processing	4(120)	4(68)	4(16)	4(68)	4(68)	2(15)	2(4)	2(8)			
Enhanced Speech Processing	0(120)	0(68)	0(16)	0(68)	0(68)	0(15)	0(4)				
Analogue Phone Ports			8(16)				4	4			
PoE LAN Switch Ports			4				4				
LAN Link Port			1				1	1	1	1	1
Door Relay Port			2				1				1
Trigger Input Port			2				1				1
PoE Powered									●	●	●

Numbers shown reflect licences supplied as standard (maximum number of licences supported)



Hybrid PBX Architecture

SpliceCom is uniquely placed to deliver a pure Hybrid architecture because we have migrated our field proven Maximiser OS to the cloud, as opposed to purchasing an existing system to meet this need. Because all of our products have been designed in house by the same development team, we can deploy a single operating system across all of our IP PBX solutions, be they soft, hard or virtual, wherever the may be deployed – on the customer premise, or in the cloud. This ability to deploy Maximiser OS “everywhere” means that not only can soft, hard and virtual IP PBXs – and gateways - be mixed and matched, as multi-site requirements dictate, to form a single totally unified business communication system, but architectures can too. This has allowed us to deliver the first true Hybrid solution, combining the strengths of both our on-site Customer Premise and Cloud solutions.

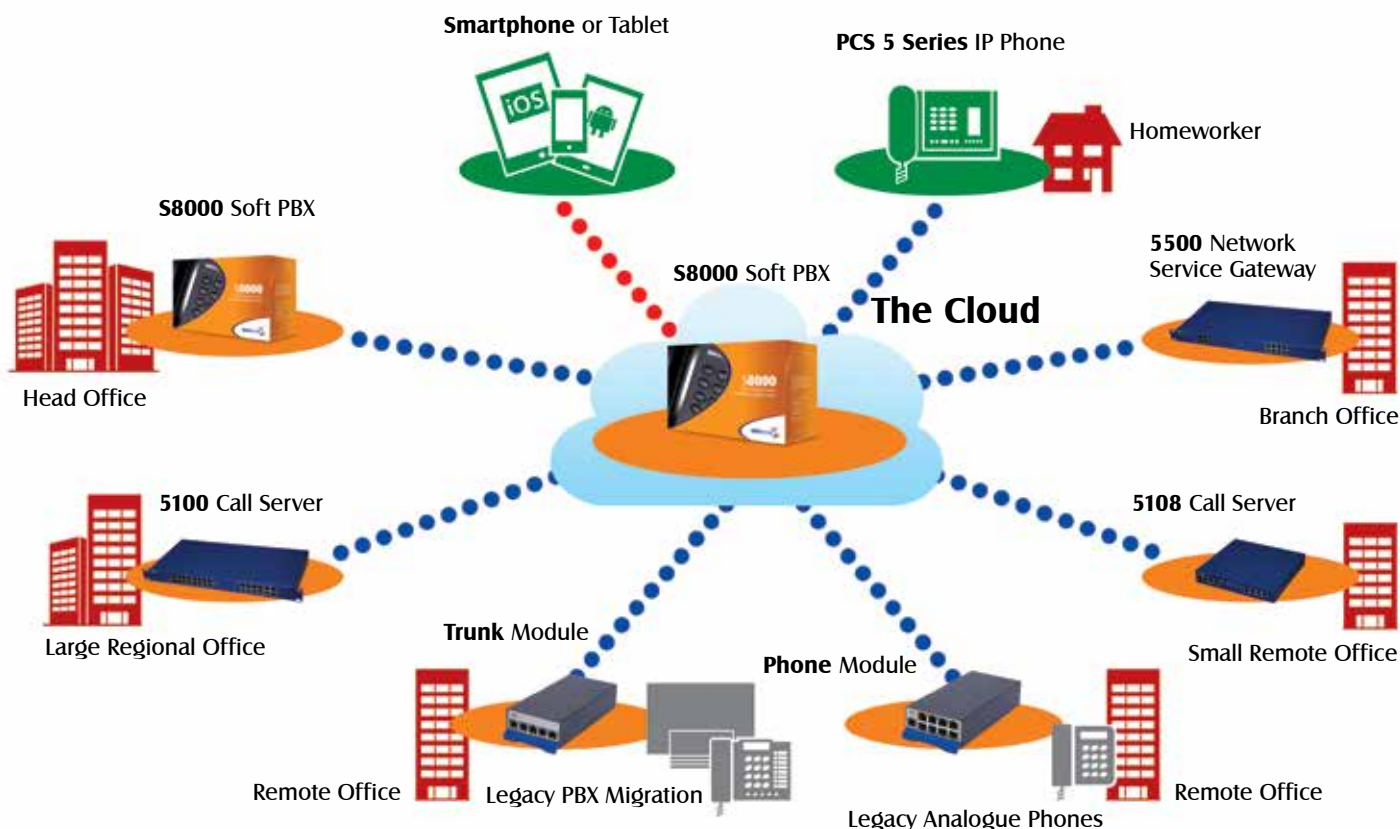
A Maximiser OS based Hybrid Solution allows SpliceCom customers’ to utilise IP trunking routed to their own virtual or cloud IP PBX. Typically the server, or servers running this virtual service would be located in a secure Data Centre environment allowing fault tolerance, far in excess of that expected from a traditional IP PBX and associated services to be achieved.

Flexible Edge Solutions

For very small offices and homeworkers IP handsets are networked directly to this Cloud based IP PBX. For larger sites, where higher availability is required, SpliceCom’s 5500 NSG modules are deployed to run as survivable gateways and linked to the Cloud based PBX via IP trunks. These gateways provide local call break-out to ISDN and/or SIP services, handle on-site voice processing and call recording tasks and deliver complete, fully featured voice survivability in the event of the primary IP link to the Cloud IP PBX failing. SpliceCom’s comprehensive range of Flexible Edge Solutions (FES) means that the S8000 Soft IP PBX family and 5108 and 5100 Hard IP PBXs can also fulfill this role.

Analogue phone gateways allow legacy handsets to be connected – and then energised through their use in conjunction with SpliceCom’s Navigate Phone Partner app, allowing employees to access all of the features of SpliceCom’s PCS IP Phones.

Finally, even existing PBXs can also be catered for using SpliceCom’s trunk gateways to provide ISDN or DPNSS connectivity. This allows these legacy enterprise systems to remain integral to your overall communication system, with each site being migrated to full IP operation at your own pace, as business needs and budget dictate.



SpliceCom Select

Hybrid Voice or Hybrid IT Strategy? At SpliceCom, we understand which approach works best for you – one that doesn't force you to take a 'one-size-fits-all' approach to voice. Hybrid Voice gives you the choice of delivering voice on-premise, in the Cloud or as a mixture of both. Voice is often positioned as a simple application; however, its reliance on your core IT infrastructure is fundamental. A Hybrid IT Strategy begins by understanding where your IT infrastructure is today and where you want it to be tomorrow.

First we identify your server/data application philosophy; on-premise (be it native/dedicated or virtual) in the Cloud/data centre, or simply renting/leasing Cloud based IT solutions e.g. CRM.

Next, what's the size and type of your business? A single office with a mobile and/or homebased workforce or a large multi-site, multinational organisation? Your core infrastructure underpins all of your Voice and Data solutions, so understanding - and where required delivering - network services that integrate with, work alongside or replace your existing network is critically important to a cohesive Voice and Data strategy. SpliceCom Select combines our Business Class Voice Solutions with Managed Network Services (Voice and Data Connectivity), IP Trunking (SIP) and Cloud (Data Centre) to enable you to turn a true Hybrid IT Strategy into reality.

We understand communications from the ground-up, not just the app-up. Our ability to deliver the very best of cloud and on-site communications, starting with the underlying voice & data network itself, allows us to perfectly align our end-to-end voice solutions with your IT strategy – whatever it might be. SpliceCom Select simply allows you to choose as little, or as much, of the voice & data infrastructure you require to work in perfect harmony with SpliceCom's voice platforms, phones and apps.

SpliceCom's product architecture allows you to deploy a single unified system, utilising soft, hard or virtual voice platforms, either on your premises, in the Cloud or as a hybrid. And SpliceCom's uniquely flexible product architecture lets you migrate easily between all three solutions as your business needs change, giving you access to all of the advantages of cloud based voice, including simplified connectivity, disaster recovery/business continuity and a reduction in IT resources required. So what's missing? What else do you need if you want a total solution delivery from a single supplier? SpliceCom Select allows you to simply add the network infrastructure services you require to deliver a complete end-to-end SpliceCom solution, in what ever way's best for your business; on-premise, in the Cloud or hybrid. SpliceCom Selects offers three complimentary services, just choose what you need.

Virtual MultiApp Platform (vMAP)

Your SpliceCom voice platform in your own private cloud. Our data centres offer high availability, fault tolerant virtual servers in three sizes; small medium or large. Ideal for cloud and hybrid systems whatever the size of your business or requirement, each has the ability to support up to four applications; Soft PBX, Vision Business Management, SSL Mobility Gateway and Voice Processing. Three virtual servers are also available for Cloud based Navigate UC requirements.

The infrastructure underpinning the four SpliceCom Select data centres – Reading, Newbury, Telehouse East & Telehouse North – provides a high availability environment conforming to ISO 27001. SpliceCom Select virtual servers run on Cisco UCS blades, which are configured for N+1 redundancy to deliver true resilience. The Cisco Nexus switches, control servers and storage are meshed together in the same way, thus eliminating a single point of failure.

SpliceCom Cloud Servers utilise VMware, enterprise grade virtualisation software and each virtual server is provisioned with dedicated resource to guarantee performance delivery.

Site Connectivity

Provides a secure connection from your site(s) to your private cloud (for Cloud or hybrid deployment), or for SIP trunk connectivity in customer premise applications. Choose from;

- xDSL
- Fibre To The Cabinet (FTTC)
- Generic Ethernet Access (GEA)
- Ethernet First Mile (EFM)
- Fibre Ethernet

All connectivity options route across the SpliceCom Select private MPLS network, meaning that they never touch the Internet. You don't have to share the bandwidth with anyone else, so the quality of voice calls is guaranteed (subject to connectivity type). This is a fully managed offer, including the supply of routers, which ensures the quality and maintainability of the end-to-end service.

SIP Services

SIP allows for much more cost-effective voice communication solutions as well as providing additional features that traditional ISDN services and analogue lines just can't deliver. Whilst SIP trunks offer a modern alternative to ISDN channels, SpliceCom Select SIP provides you with the flexibility to combine the number of SIP trunks and telephone numbers/DDI ranges to meet your exact requirements and is available for SpliceCom's Cloud, on-premise and hybrid systems – as well as non-SpliceCom systems.

Our ability to provide SIP globally is one of our key advantages. Many of our customers' utilise SpliceCom Select to deliver in-country SIP to their overseas offices and/or international SIP numbering to offer services on local numbers outside of the UK. SpliceCom Select can provide international numbers in over 100 countries, both geographic and non-geographic. Porting of existing telephone numbers is also available in 27 countries for geographic numbers.

SpliceCom Select's unique SIP numbering proposition revolutionises the way our customers can present themselves, which in turn enables them to be truly geographically independent.

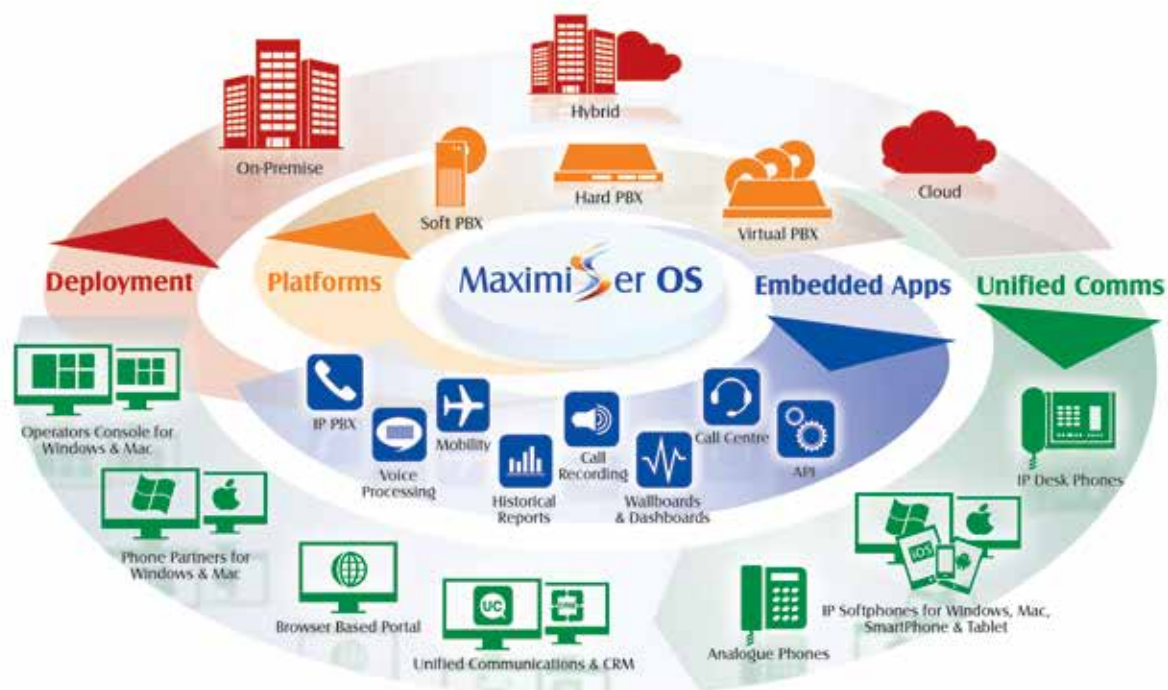


The SpliceCom Difference

SpliceCom's product architecture is unique. All core platforms, phones and business management applications have been developed in-house by the same British-based development team. This, and the fact that a single voice operating system, Maximiser OS, underpins ALL SpliceCom's platforms, guarantees system interoperability, delivering un-paralleled price/performance and true competitive business advantage.

SpliceCom systems work together as one- by design - which means that features, applications and benefits are delivered in a totally consistent manner, completely independent of how (soft, hard or virtual), what (single site or multi-site) or where (on-premise, in the cloud or hybrid) they're deployed. And with SpliceCom Select you can add a complete and complimentary end-to-end service delivery, including cloud based virtual servers, site connectivity and SIP services, for a single supplier solution offering total peace of mind.

There's something in the SpliceCom portfolio to meet every business need. Small or large, simple or complex, soft or hard, one building or many, in the office or out of it, unified communications or business telephony, CAPEX or OPEX; SpliceCom always deliver the perfect solution for your specific requirements - which is why our customers know we're absolutely The Right Choice For Voice!



About SpliceCom

SpliceCom is an award winning designer, developer and manufacturer of field proven, reliable, scalable and highly featured soft, hard and virtual voice systems, phones, business management applications and associated connectivity services. SpliceCom offers secure, end-to-end business voice and unified communication solutions, for deployment in on-premise, cloud based and hybrid applications, delivering tangible benefits for every company, irrespective of their industry, size or geographical spread.

ALL SpliceCom solutions are (and always have been) sold, installed and maintained through accredited channel partners. We have direct relationships with our value added reseller partners in the UK and Ireland, whilst in mainland Europe, Africa, the Middle East and Asia Pacific we have formed strategic distribution relationships in order to provide our partners with local supply and support.



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