

SPLYNIX



Who we are



7

Years in
the market

800+

Customers
Worldwide

55

Team
members

Team located in:



26 customers in New Zealand



We help local ISPs **succeed**



Making these areas automated and efficient



**Network
infrastructure**



**Billing and
collections**

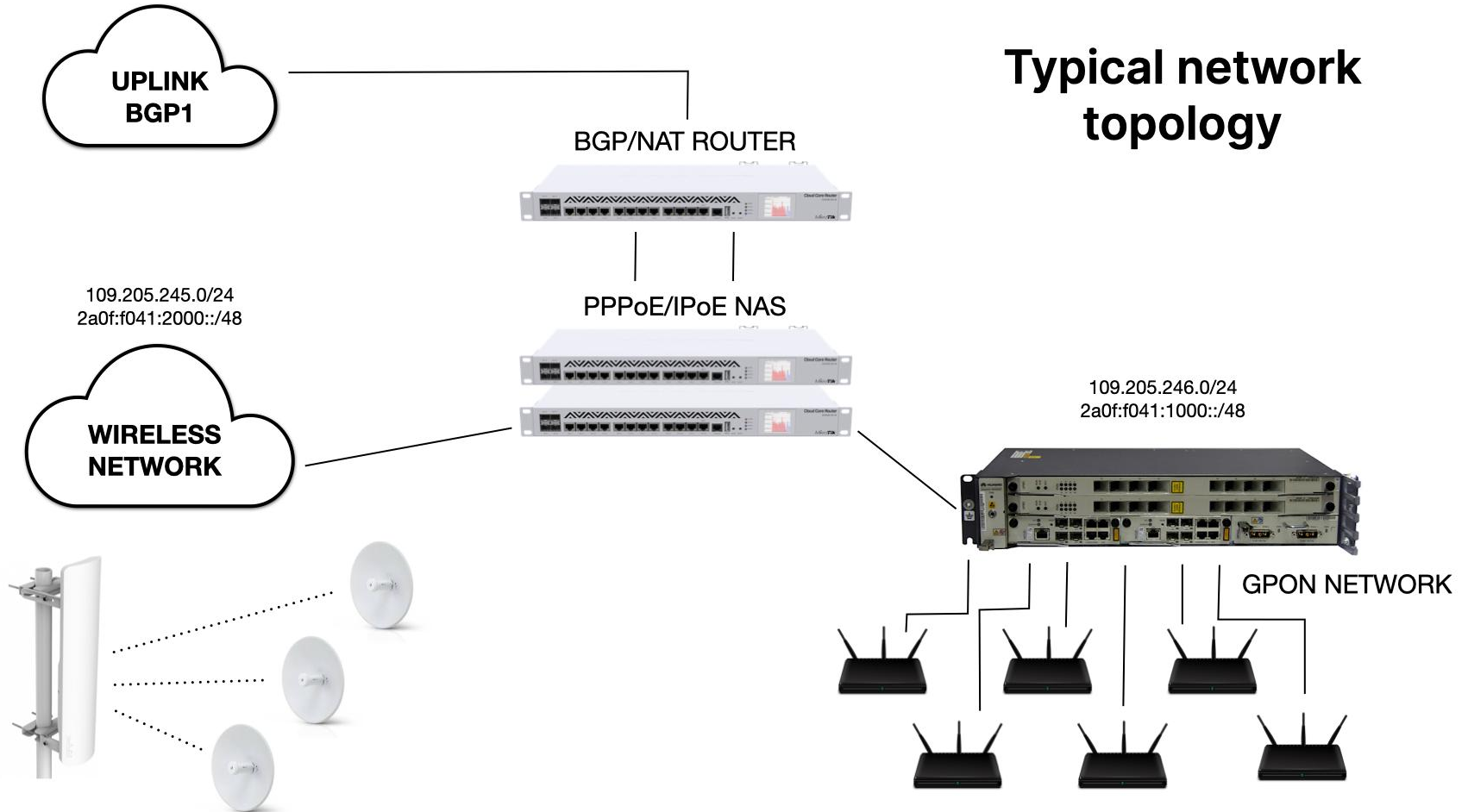


Sales



**Support and
field services**

Typical network topology





Uplink IPv4 and IPv6

BGP/NAT ROUTER



PPPoE/IPoE NAS



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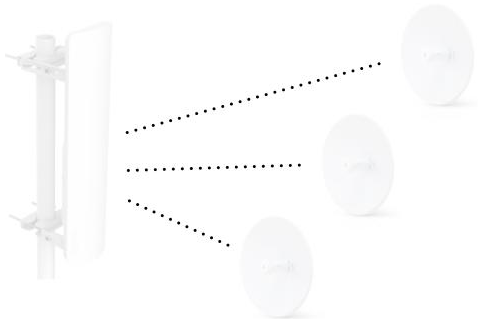
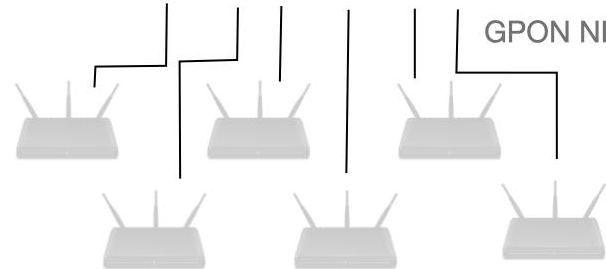
RADIUS

- Authentication
- Statistics
- Blocking
- Speed limitation

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GPON NETWORK





Uplink IPv4 and IPv6

BGP/NAT ROUTER



PPPoE/IPoE NAS



ACS (TR-069)

- Auto provisioning
- Central CPE control
- Mass updates
- Monitoring

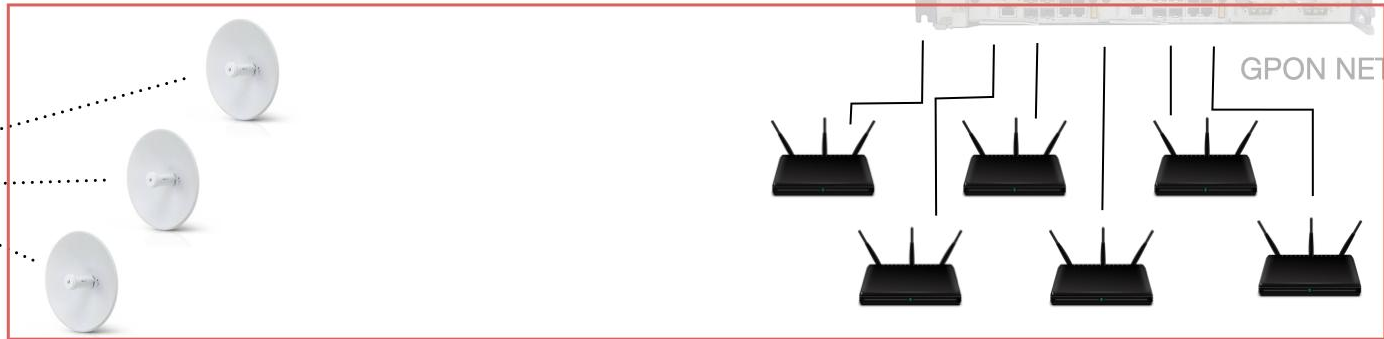
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GPON NETWORK





Uplink IPv4 and IPv6

BGP/NAT ROUTER



PPPoE/IPoE NAS



IP address management

- IPv4 management
- IPv6 support

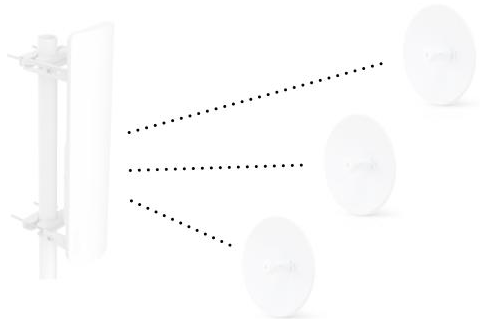
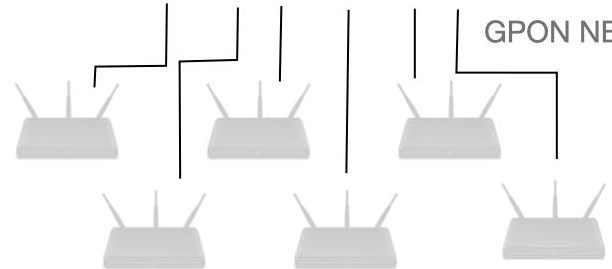
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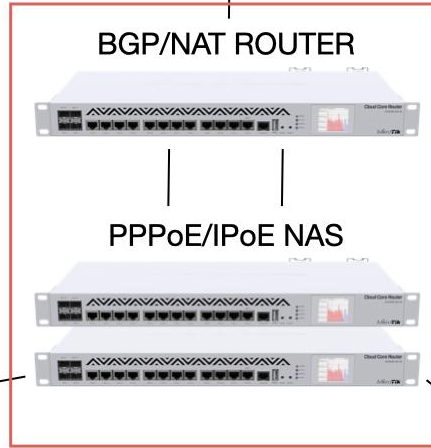
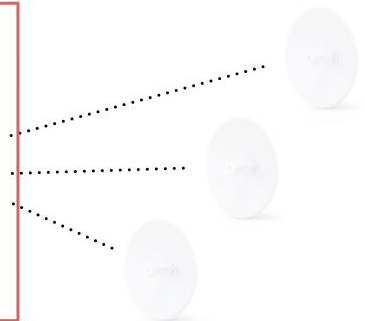
GPON NETWORK





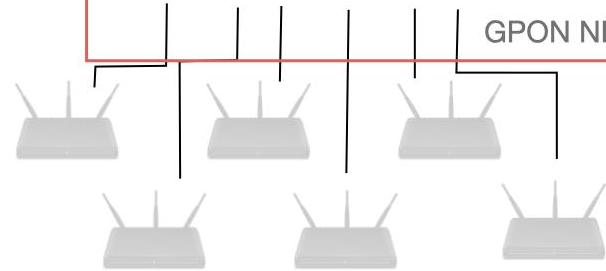
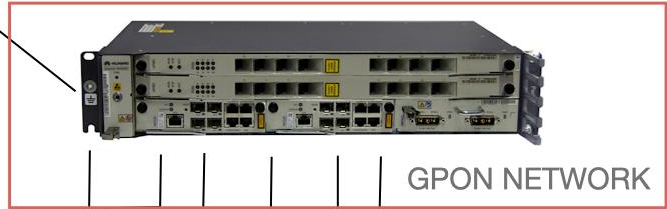
Uplink IPv4 and IPv6

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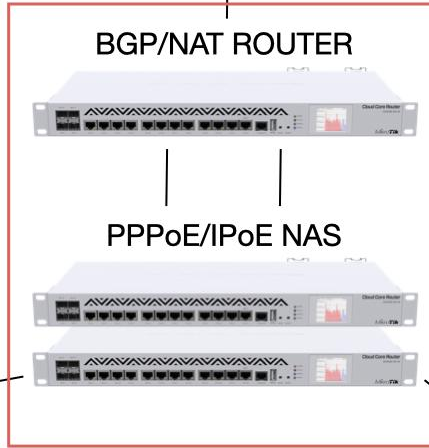
SNMP, PING, SSH

- Monitoring
- Backup
- Change management



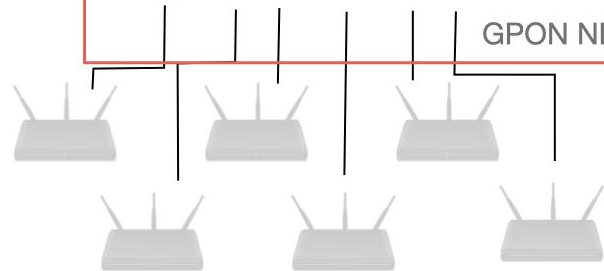
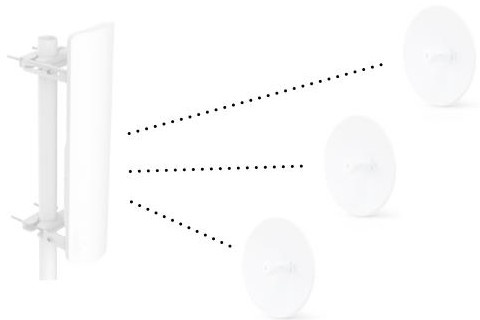
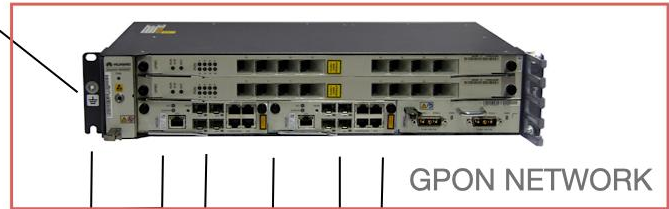


Uplink IPv4 and IPv6



- API**
- MikroTik queue bandwidth control
 - Huawei OLT
 - Presume QoS
 - Whalebone secure DNS

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② Set billing, payments and accounting



Set desired billing periods and types



Charge everything - Internet, Voice, One-time services



Get payments in time via different channels



Sync all data with your accounting system

Result of working with us



End month billing

Before

3+

days

Now

< 1

hour

Improved customer experience

Customers can now track their own account and view all the tickets and pay online.

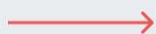
No missed bills or tickets

Amount of support dropped significantly

③ Manage sales, orders and connections



Coverage maps



Display your network coverage to potential customers

Online sign-up



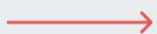
Create and embed a form without coding

Effective communication



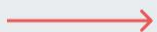
Make calls, listen to call logs, send sms or emails directly in Splynx

Track everything



Track and manage your own pipeline

Order fulfilment



Save minimum x2 time to connect new customer



Local WISP from Taranaki onboards
clients **3 times faster** with Splynx

Case - Primo



Before Splynx

- ① Multiple platforms with manual entries
- ② Time-consuming duplication of efforts
- ③ No flexibility
- ④ Obstacles with scalability

With Splynx

- ① Everything under one roof
- ② 3 times faster onboarding of customers
- ③ More efficient customer support
- ③ Possibility to customise and automate workflows

4 Support and field services



Automate support processes



Resolve cases faster



Satisfy customers



Tickets /

Dashboard

Create ticket



New

[View](#)

137



Work in progress

[View](#)

93



Resolved

[View](#)

122992



Waiting on agent

[View](#)

80



Waiting For Payment

[View](#)

24



Ticket statistics



Recent activities



Ticket changed [New Message From](#)

- Assigned ticket to
- Changed **Due date** to 2022-09-13 12:53:15

New Zealand market feature set



Full integration
Journals export



Spark^{nz}

VOIP API connection



API connection



Windcave

Payment gateway



API connection



vodafone

RBI integration

FWA integration

How we continuously maintain Splynx development

It consists of **2 parts**



**Product
development**

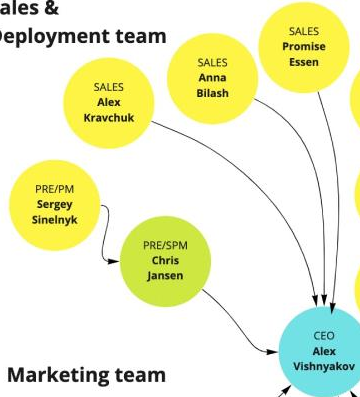


**Product
support**

Splynx team structure



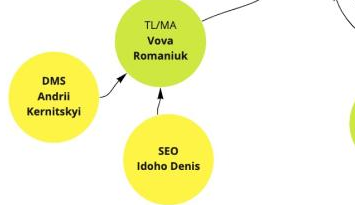
Sales & Deployment team



Support team

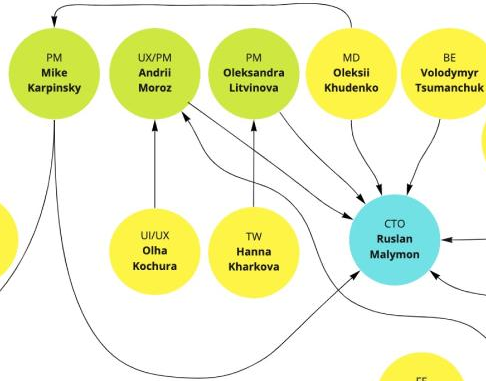


Marketing team

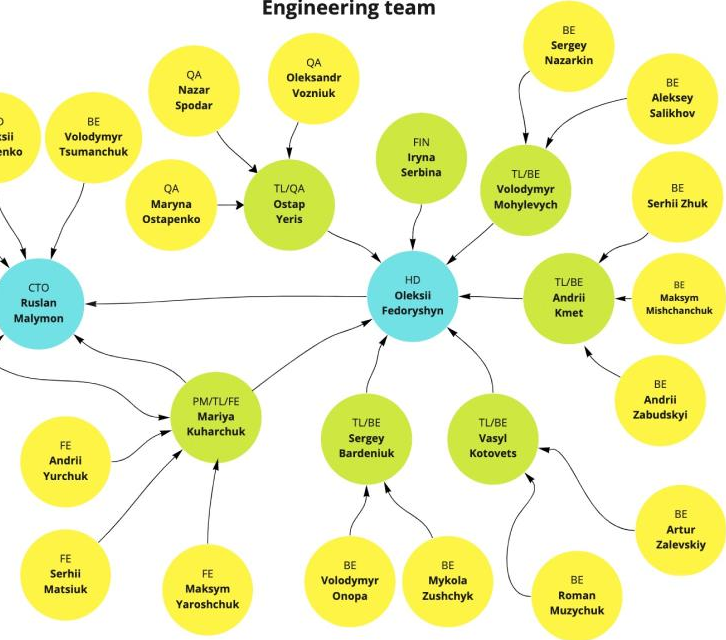


Operational team

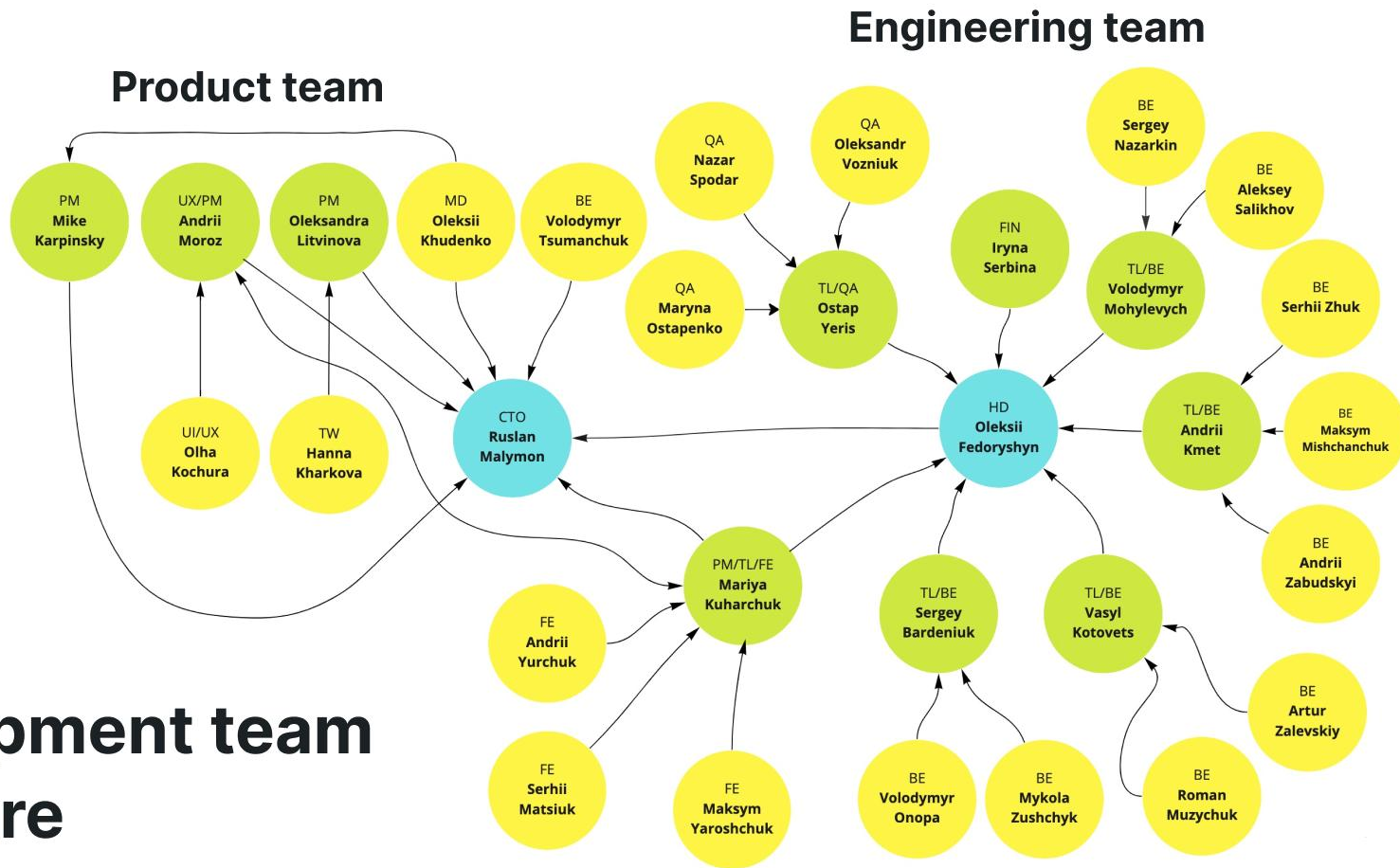
Product team



Engineering team



Development team structure



Splynx **new release** v.4.1



10 months of
development

700 tasks
completed

124 product
updates

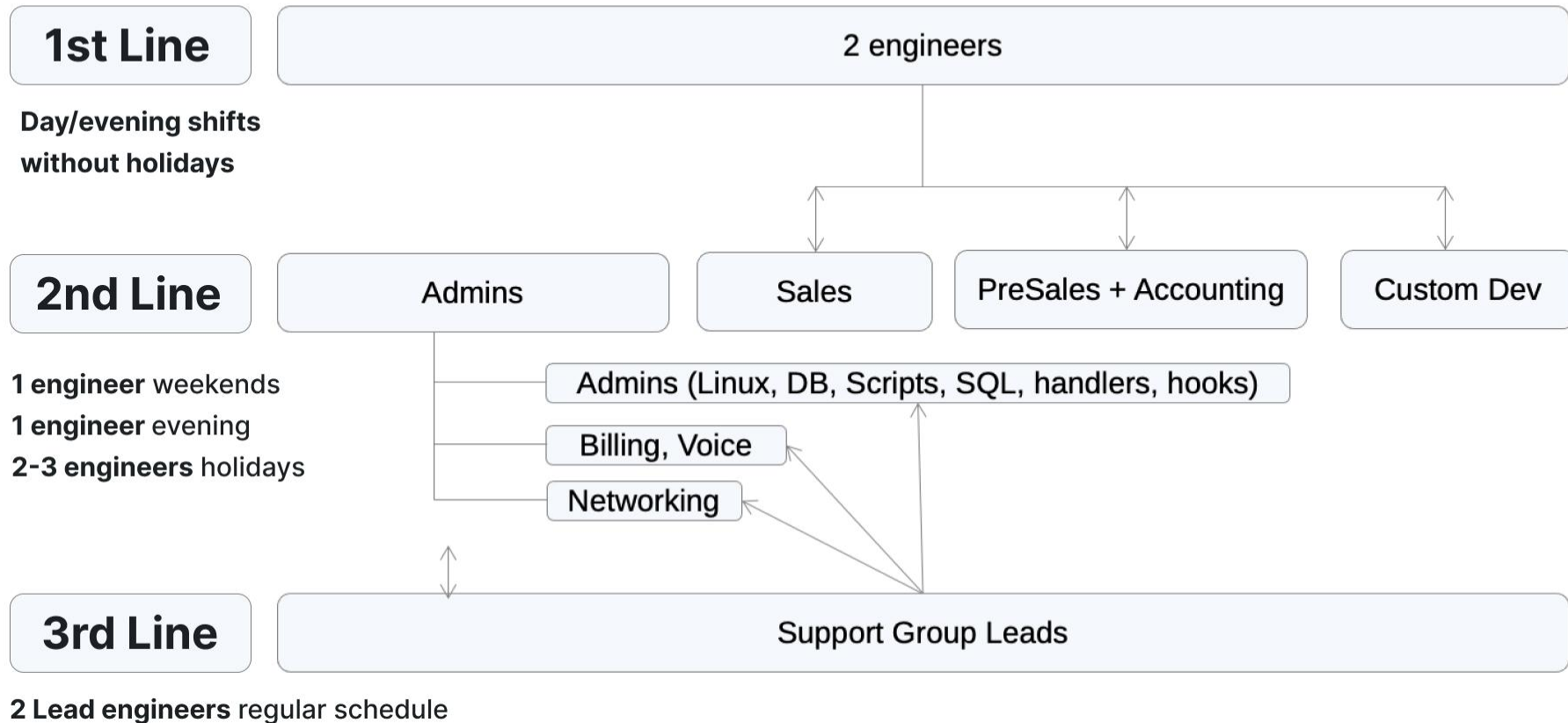
576 bugs
fixed



In Support We Trust



Support team structure





**New Zealand ISP saves around 40% on
recurring costs by switching to Splynx**

Company

Had an in-house developed system for all their needs and processes. It **required continuous maintenance, enhancement**, and a **full-time** software development **employee**.

Customers

10k

Goal

- Take their business to the next level **without investing** money and effort **into their own software development**.
- Have an all-in-one system with **enough flexibility** and **customization to meet all their requirements**.

Result of working with us



40%
costs savings



Enabled growth

The team focuses on business growth rather than software maintenance



**Better
access to R&D**



Automatic billing

for wide range of services, including fibre broadband, home/rural wireless, satellite communications, mobile plans, hotspots, and many others.

25+ customisations

**New feature development is
faster and less costly**



Let's talk!



splynx.com