Telappliant Acquires Splicecom to Drive Innovation in UK Communications Market

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London, UK – 1st May 2025 – Telappliant, an established managed service provider of communications and IT solutions, has announced the acquisition of Splicecom, a UK-based developer of telecoms platforms. The move strengthens Telappliant's communications portfolio, expands its national reseller network, and lays the foundation for an AI-powered evolution in business communications.

A Natural Progression in a Trusted Partnership

Telappliant has long supported Splicecom as a services partner, delivering services and support around its telephony platform. This established working relationship has created strong operational alignment and mutual trust. The acquisition brings together complementary strengths in platform development, service delivery, and channel support.

Building Integrated, Intelligent Communications

The acquisition supports Telappliant's strategy to move beyond commoditised telecoms services by investing in platform ownership, product innovation, and service intelligence. Splicecom's proprietary technology and reseller relationships will strengthen Telappliant's offering, enabling it to deliver a fully integrated communications stack—simplifying operations and enhancing customer and partner experiences.

"As Splicecom's services partner, we've built a close working relationship and understand both the platform and the team," said Muhammad Nasim, Managing Director at Telappliant. "This acquisition deepens that connection and gives us the opportunity to accelerate innovation. With Splicecom's respected technology and our service-led approach, we're creating a future-ready platform that delivers meaningful value to our partners and customers."

"This next step in our relationship is a natural one," added Abid Bhatti, Operations Director at Splicecom. "We've worked closely with Telappliant for many years and have built a strong partnership. Joining forces allows us to innovate faster and bring even greater value to our reseller network and end users."

From Telephony to AI-Powered Communications

With Splicecom's platform now under Telappliant's ownership, development will focus on

embedding artificial intelligence and business intelligence features, including:

- Real-time transcription and translation
- • Sentiment and keyword analysis
- Intelligent call categorisation and actionable insights
- • Virtual receptionists and enhanced CRM integration
- • Compliance monitoring and automated escalation
- • Business intelligence tools for strategic optimisation

These capabilities will help organisations improve efficiency, enhance user experience, and make smarter, data-driven decisions.

Expanding reach across channel and sector

The acquisition strengthens Telappliant's position within the UK reseller channel and supports continued growth across key sectors, including healthcare, education, finance, and retail. Together, the combined capabilities of both companies will enable scalable, flexible, and future-ready communications solutions for businesses of all sizes.

About Telappliant

Founded in 2003, Telappliant is a UK-based Managed Service Provider (MSP) specialising in communications, connectivity, and IT. With a focus on delivering integrated, scalable solutions, Telappliant supports businesses across a wide range of industries and is committed to driving digital

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transformation through innovation and customer-first service.

About Splicecom

Splicecom is a UK-based developer of telephony platforms and communications technology. What sets Splicecom apart is its flexible deployment model—offering cloud, on-premise, and hybrid solutions to suit the needs of a wide range of organisations. With a strong reseller network and a reputation for reliable, customisable systems, Splicecom has delivered enterprise-grade voice solutions to businesses across multiple sectors.

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