

Piaggio

Spitfire project manages comms for Piaggio's move

The Challenge

Piaggio is one of the largest manufacturers of scooters, motorcycles and light transportation vehicles in the world, with a range of famous brands including Vespa and Moto Guzzi. The company recently moved its UK offices from Waterloo in central London to Bromley in Kent, and as part of the move, its SDX INDeX phone system had to be transferred.

The Solution

Spitfire, who are Piaggio's system maintainer, arranged the transfer and also set up phone lines and Internet access at the new premises. This included two private circuits for data traffic to the company's headquarters in Italy, and to a third party warehouse and distribution centre in Rainham, Essex. The data links to Italy and to the distribution centre are mission critical, as Piaggio's SAP Enterprise Resource Planning (ERP) applications, are hosted in Italy.

As one of only 35 CPS (Carrier Pre-Selection) operators in the UK, Spitfire has full control over its network and can ensure delivery of data with premium quality. In addition, because Spitfire does not sell network capacity on to other resellers, volumes are controlled and quality is not compromised. As well as the private circuits, Spitfire also provided Piaggio with ISDN30, giving 10 channels for telecoms traffic.

Spitfire's account manager liaised with Piaggio's IT contractor, and with the IT operation in Italy, to ensure successful implementation of the project. As a result, the INDeX system was installed and all the communications were up and running, including the two private circuits, in good time for the company's move-in date.

Piaggio also decided to switch to Spitfire's broadband service for Internet access, because it was cheaper than the previous provider, and because using one supplier for telecoms and broadband simplified administration. Since making the change, Piaggio have found that Spitfire's service has also been more reliable. As broadband connectivity is of such critical importance to Piaggio, Spitfire also provided a redundancy back-up connection for a small additional charge per month.

Spitfire is a major ISP and is also a member of LINX - the London Internet Exchange - which is the world's largest independent IP exchange. Being connected to LINX reduces the number of 'hops' that traffic has to take to reach its destination, which increases download speeds for users such as Piaggio and also adds resilience to Spitfire's network.

As part of the service Spitfire also provide consolidated call and Internet billing which is based on their advanced billing system, providing customers with one bill covering all communications, including landlines, mobiles and Internet.

The Benefits

Simon Clark, Financial Director for Piaggio commented,

"As a Financial Director I find the consolidated billing very useful.

The personal account management we receive from Spitfire is hard to match and it's good to be in safe hands especially during a premises move."



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