

Sagem

Spitfire makes a quick move for Sagem

The Challenge

Sagem Communications UK is a subsidiary of the French-owned Sagem Group. When the company started to outgrow its existing serviced offices it needed to find larger, permanent premises – so when a suitable building became available at four weeks notice, there was an urgent need to get everything up and running as soon as possible, including a new phone system. To meet this challenge, Sagem turned to Spitfire, a leading voice and data solution provider.

The Solution

Sagem required telecoms services for 35 office staff and a virtual private network (VPN) for data communications with 15 remote teleworkers and with the Sagem Group in France. Given the company's extensive Internet usage, a high bandwidth broadband circuit was also required.

To meet Sagem's telephony needs Spitfire proposed the Avaya IP Office system, an all-in-one solution with a comprehensive set of telephony features which have been designed for SME businesses with two to 180 extensions. Built on Avaya's latest advancements in converged voice and data technology, the IP Office can be used as a voice solution which employs IP technology, more traditional telephony, or a combination of both. ISDN30 circuits were also installed for external telephony with the IP Office system.

For the Internet connection and the VPN, Spitfire installed an 8Mb ADSL broadband connection using a local loop unbundled circuit at the local exchange, which allows Spitfire to support Sagem with its own broadband ISP service. As a major ISP Spitfire is 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 to users such as Sagem and also adds resilience to Spitfire's network.

Spitfire installed the IP Office the day before Sagem moved in to its new premises and also provided one-to-one staff training on the first morning, so that everyone was able to use the system straight away. Sagem's home workers were connected via the VPN, and the company also had access to full data communications with France exactly as promised.

As part of the service Sagem used Spitfire's consolidated call and Internet billing. This advanced billing system provides customers with one bill which covers all communications, including landlines and Internet. Bills can be customised to show vital information such as breakdown by site and number, destination reporting and so on. With a high level of clarity, Spitfire's advanced billing systems, which now also offer an online option, allow customers to monitor and control communication costs easily.

The Benefits

Jeff Root, General Manager of Sagem Communications UK, commented,

"As an IT company you are always conscious of service delivery, and Spitfire's customer service is second to none. From Spitfire we get the benefits of a single supplier for all our comms needs with transparent billing and a personal service. It's exactly what I wanted."



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