

SPITFIRE DIVES INTO ACTION FOR KAMAZOY

KAMAZOY VIRTUAL IT DEPARTMENT

Kamazoy describes itself as a virtual IT department for its customers. So when one customer announced that it was merging with another company and urgently needed to link the two businesses IT and communications systems, Kamazoy moved fast to facilitate a smooth integration.

In particular, integration of voice and data communications was critical to the merger, as Kamazoy's established customer, an engineering and manufacturing business, was based in the West Midlands and the other company was in the North Midlands. To facilitate successful comms integration Kamazoy liaised with Spitfire - Spitfire's Partner Service aims to enhance the range of products and services offered by IT support companies, such as Kamazoy that want to offer voice and data network services to their customers.

Responding immediately, Spitfire recommended replacing both companies' legacy phone systems with its Hosted PBX 2.1 cloud-based telephony service as the most efficient and speediest solution. Hosted PBX 2.1 provides phone system functionality remotely in the 'cloud' and is hosted by Spitfire, making the service an extremely reliable and cost-effective solution with minimal capital expenditure.



Hosted PBX 2.1 for
Engineering and
Manufacturing

Oliver Lissimore, Technical Director for Kamazoy explains,

"The customer was "keen to get a new multisite phone system up and running as soon as possible. With Spitfire's help, we were able to see this 35-user, multi-site project through, from start to finish, in less than a month!"

Spitfire strives to provide business class QoS levels and SLAs, unavailable from other comms providers. This is the key differentiator for Spitfire's voice and data services and the reason why so many IT support companies including Kamazoy trust Spitfire to deliver their voice and data network traffic for their customers.

The main two sites and a small satellite office in the midlands were networked together on a single cloud PBX, providing a consistent, seamless system, making it as easy to call an extension at another location as it is to call a colleague in the next office. Crucially, given the pandemic crisis, remote access to Hosted PBX 2.1 system is also simple for working from home. As well as using a conventional phone handset, home workers can also use a softphone app on a laptop or smartphone.



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Oliver says,

"We confirmed the configuration of 'ring groups', names of staff, email addresses for voicemail notifications, and the legacy external numbers they required to be ported across, all conveyed on Spitfire's straight-forward programming sheets."

While Spitfire Hosted PBX 2.1 is highly affordable there has been no compromise on functionality. The service is plug-and-play and highly scalable, so it's easy to add user extensions as required. Management of the service is simple using an intuitive browser-based administrator interface. This allows quick changes to functions such as ring groups without the need for external technical support. Oliver continues,

"We tested the site-to-site call transfers, and with calls now coming in on the new non-geographical number, staff began using their new phones. Finally, the remaining legacy external numbers were ported to the new system."

Spitfire can offer business customers' number ranges on all UK dialling codes, together with non-geographic number ranges.



The voice solution is provided over Spitfire's dual SIP networks, designed for ultimate resiliency and business continuity.

The business requirements were for easy integration of all sites for voice and data, with high speed and secure access to locally hosted servers with low overheads, all managed through a single management tool and at an accessible price point; Spitfire proposed MPLS (Multiprotocol Label Switching) alongside Hosted PBX 2.1, to meet these needs. To ensure business continuity Spitfire also provided low cost broadband backup circuits using automatic failover.

In conclusion, Oliver states,

"The project team at Spitfire were very helpful, and with the straight-forward programming forms as a means to conveying the desired configuration, we were very happy with the ease at which we were able to get this project completed; as too was our customer!"



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