Solai Group operates numerous companies within the UK and Africa. They are involved within residential property development and the private rental sector, oil and gas, import-export and shipping. Group turnover is in excess of £800 million and the group is expanding rapidly. Five years ago it was decided to demolish the group’s existing 3,500 square foot headquarters building in Wembley and replace it with a purpose-built 15,000 square foot three storey building called Portland House.

As Portland House was nearing completion two years ago, Sunil Kansagra, the group director responsible for AV and IT services was tasked with choosing suppliers for telephony and internet connectivity. “I have an old college friend who runs an IT business and he recommended we look at Spitfire. So I contacted them and I liked their attitude which was confident and ‘can-do’. It made a refreshing change from my experience of most comms providers. When I asked for prices they responded quickly without the evasion I’d had previously.”

Spitfire is a multi-award winning Internet Telephony Service Provider specialising in supplying voice and data integrated solutions, carrier network services and internet connectivity that deliver cost savings, increased productivity and efficiency.

A comprehensive service is provided including designing and implementing the integrated telephony and data network needed by Solai Group.

Sunil asked Spitfire and two other comms providers to quote for the project and selected Spitfire. “The pricing was competitive and they were easy to talk to without a lot of bureaucracy. It felt like a more personal standard of service. Spitfire then took the project from concept through to implementation with a high level of professionalism.”

For Solai Group Spitfire recommended the Avaya IP Office telephony system because it’s highly scalable and able to grow with the group’s anticipated expansion. “I wanted an on-premise phone system because I felt that was reliable with greater control for us”, Sunil explains. The Avaya system currently supports 100 extensions at Portland House, with capacity for more when required.
Because of the significant cost savings possible, Sunil chose SIP trunks rather than conventional ISDN phone lines. “As we make a lot of calls to Africa and India the savings were dramatic, reduced to 10 percent of our previous costs. The calls we make are often to mobile phones abroad and satellite phones on ships, which had been extremely expensive. We had used Skype a lot, but now we can use desk-phones, which is more convenient, without incurring huge bills.”

Sunil was impressed with the implementation of services by Spitfire. “Everything happened on schedule. Spitfire have a very hands-on service team and nothing was too much trouble to make sure everything was just right. Spitfire staff take ownership of tasks and see them through, there’s no buck passing.” Spitfire installed the 100 Avaya handsets and provided training for the phone system users. “It was excellent, the Spitfire trainer knew our staff and they felt comfortable about asking questions to get the best out of the phone system.”

The ongoing account management Sunil has experienced has also been positive. “We wanted better rates on our calls to India and our account manager came back with a tailored package specifically to meet our needs. Spitfire are very responsive unlike our previous provider which was like talking to the wall. Their personalised approach is definitely one of Spitfire’s key USPs. It’s not a one-size-fits-all service.”

In conclusion Sunil says, “I’m really happy with what Spitfire have done for us and I’m a big advocate of theirs. When asked I recommend them without hesitation.”

To meet Solai Group’s internet connectivity needs Spitfire supplied a dedicated 1Gb Ethernet bearer circuit running at 100Mb, with an EFM failover backup service into a different point of presence on Spitfire’s network. Spitfire can offer customers access to the UK’s widest range of market leading, competitively priced Ethernet, VDSL, SDSL, or ADSL circuits over the company’s own core network. There is also a range of competitively priced backup solutions to ensure resilience and business continuity.

### Innovative • Flexible • Reliable • Supportive • Cost Effective