

Spitfire's Network Services are the 'way ahead' for Future Office Solutions

Essex-based Future Office Solutions (FOS) has been providing IT support to clients for over 17 years, and today employs 26 staff with a turnover of £3 million. The company has received Gold Certification from Microsoft for Small Business Competency and also offers support for Apple Mac environments. Managing Director Jason O'Shea explains more about how the business operates:

"We offer an external turnkey solution for IT support and our target market is clients that have around ten to 100 employees - but our 'sweet spot' is around the 30 seat SME business. Once we've started providing IT support for a client, trust builds and we become a single source supplier for all their IT needs, which is why we have always provided network services. We also offer voice communications and we are an Avaya phone system reseller."

Providing the right network services

Initially FOS offered BT network connectivity services, but recognised that a wider portfolio was required, and chose Spitfire to provide that solution, as Jason continues:

"We wanted to add resilience to our offering and additional LLU services. At first we contacted Spitfire regarding their SIP trunk services, but then Ethernet took off and we were also using Spitfire for EFM. We've been with them now for about six years."

With over 300 reseller partners, Spitfire is driving the adoption of SIP Trunks for reliable, deliverable telephony in 'real world' applications. As one of the few ISPs and fixed line operators to offer a SIP Trunk service, it offers a complete end-to-end SIP service via its own IP and TDM infrastructure. Spitfire can also provide a direct connection between the customers' premises and its core network over the UK's widest range of quality assured SDSL, ADSL or Ethernet circuits.

Managing the billing process

When it comes to billing for SIP Trunk calls, Spitfire bills the customer direct for channel partners such as FOS. This means Spitfire takes all the financial risk with the customer and the partner simply collects their monthly commissions without having to worry about billing and collecting payment. For channel partners moving into SIP and other network services, this makes for a smooth, pain free transition.



Introducing SIP Communicator™

With the growth of cloud services, FOS is seeing more acceptance from its clients for Spitfire's SIP Communicator™ hosted telephony service, which is designed as an end-to-end service to guarantee QoS by using a range of available circuit options from Ethernet to ADSL. This call quality control through an end-to-end service provision gives channel partners such as FOS the confidence to sell SIP Communicator™ to their customers, and concerns about service failure have been met with back-up provision such as automatic call divert to mobile. Jason explains further about their future plans in this area:

"We have already carried out some small SIP Communicator™ installations and we see this as a growth area. Clients are already using hosted applications so it's a natural progression. The SAAS model is growing by stealth!"

The PBX servers for the SIP Communicator™ service are hosted on Spitfire's own wholly owned core network designed and operated to give high quality and reliability. Calls are never routed over the Internet and this ensures that Spitfire remains in control of all aspects of call quality from end-to-end.

A strong partnership

Despite this new growth area, Future Office Supplies' core focus remains firmly on IT network services, ably supported by Spitfire, as Jason concludes:

"Spitfire is one of our key suppliers for network connectivity. Our clients are generally in the SME sector and are very prudent. We see ourselves as facilitators, assessing their needs and providing solutions. Spitfire's Ethernet products such as GEA Ethernet and EFM provide us with reliable, resilient services which we can confidently recommend."

"In terms of tech support, Spitfire are very good and are very responsive in their support of our staff. We generally prefer to deal direct with our clients where possible, but our Spitfire account manager would always get involved if we asked. We're very happy with the service we get from Spitfire."



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