Royal Academy of Engineering

Spitfire provides comms for The Royal Academy of Engineering

The Challenge

Founded in 1976, The Royal Academy of Engineering promotes the benefits of engineering and technology for the UK. The Academy recently moved premises within central London, and as part of the move it was decided to upgrade the organisation's telephone system.

Spitfire, the Academy's long term voice and data solution provider, was already maintaining the existing phone system as well as supplying phone lines, Internet connectivity and call billing services.

The Solution

To meet the Academy's needs Spitfire proposed two solutions from different manufacturers, giving the Academy a choice of phone systems. The Academy chose the Avaya IP Office system because it is user friendly, flexible and can be linked to an individual user's PC for call management. It is also VoIP ready, which will enable it to meet for The Royal Academy of Engineering's needs in the future.

There was some existing structured cabling in the Carlton House Terrace building, but in preparation for the move Spitfire re-cabled some areas and set up a new comms room in the basement. Prior to the move Spitfire account managed all contact with BT Openreach regarding lines, saving the Academy's IT department a lot of time.

Because the Academy's Internet connection is critical to its activities, Spitfire ensured a robust broadband service by providing a leased line with a Spitfire ADSL Max back up.

A particular feature of Spitfire's call charging service is its advanced billing system. This provides customers with one consolidated bill covering all communications, including landlines, mobiles and Internet. Bills can be customised to show vital information such as breakdown by site and number, destination reporting and so on. With the ability to provide a high level of clarity, Spitfire's advanced billing system means that customers can monitor and control communication costs easily.

The Benefits

One aspect of the Avaya IP Office system which has been really appreciated is the administrative software that allows the system to be reconfigured without external help. Some users have also trialled the PC connection software, with good results.

Summing up The Academy's experience of Spitfire during the move, Hakan Altinisik, Head of IT, commented,

"I was genuinely impressed with their service at such a stressful and critical time for us. In such a move there are a lot of variables and a lot of parties to coordinate, but Spitfire was one part of the operation I didn't have to worry about. Their account management was excellent and they proactively liaised with other suppliers in getting things accomplished without waiting for instructions. They really were interested in the success of the move and they met and exceeded our expectations!"

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