

WILTSHIRE WILDLIFE TRUST TRUSTS SPITFIRE FOR CONNECTIVITY

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Wiltshire Wildlife Trust was set up in 1962 to campaign and take action to protect the natural environment. Since then the Trust has grown to become one of the UK's leading environmental charities, working to create a sustainable future for wildlife and people.

Recently the Trust upgraded its internet connection to a 20Mb Ethernet connection supplied by Spitfire, as Tom Hale, IT manager for the Trust explains:

"We were struggling with a poor ADSL connection and had set up load-balancing. We then started off with 5Mb up and 5Mb down which was then upgraded to 10Mb and then to 20Mb."

Spitfire is one of very few specialist business only ISPs, offering customers a superior, more integrated managed network solutions and service. The company recognises the special needs of the business community that are not met by price driven bargain-basement products offered by ISPs serving the consumer market, with little in the way of direct response tech support and personal account management.

The Trust depends on a reliable internet connection says Tom: "We use the connection for internet browsing, emails, cloud storage for some users, and uploading to our YouTube account. Remote users connect in to our terminal server and we also use the connection for night time backups."

To ensure secure internet connectivity Spitfire recommended the installation of a dedicated 20Mb fibre Ethernet link.



Ethernet over Fibre is the 'gold standard' of high quality internet connectivity providing a dedicated high speed, uncontended symmetrical bandwidth connection for internet or site-to-site access. Ethernet over fibre is available in flexible bandwidths from 10Mb to 1Gb bearer circuit options.

Ethernet is excellent for providing secure and stable internet connections making it the best solution for accessing data storage services and applications in the cloud. It has the advantage that it is much less expensive than using conventional dedicated leased line circuits, but is also more robust and reliable than ordinary DSL broadband connectivity designed for the consumer market.

Tom says that the implementation of the Ethernet link by Spitfire went well:

"There were no issues and upon moving to fibre it all went smoothly. We were given the date that the changeover would be live and when the router needed configuring, Spitfire were able to do that instantly and remotely."



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With the continuing controversy over internet connections not achieving the speeds advertised, Tom confirms that the Ethernet link performance is just as specified:

"We are getting exactly the bandwidth we pay for."



Photograph by Darin Smith

In terms of customer service and ongoing account management Tom has also been impressed:

"Account management is great, very helpful and any issues are dealt with quickly and efficiently."

Spitfire assigns a personal Account Manager for each customer to gain an understanding of their business and recommend the best solutions to support their requirements.

Spitfire provides business class QoS levels and SLAs, which emphasise fast fault response and sophisticated on-line fault tracking.

This is backed with a 'Keep-Customer-Informed' policy, ensuring regular updates by phone, email or text from a Support Technician who manages issues to completion. In a recent survey, 90% of respondents said an issue was resolved on first-call.

Overall Tom has been pleased with Spitfire's service delivery.

"We've always chosen to come back to Spitfire as the prices are affordable and being a charity this is important to us."

The customer support is great, they respond to emails almost instantly and we have rarely had any downtime with the connection."



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