

SPITFIRE PRESCRIBES SIP COMMUNICATOR™ FOR CAVENDISH MEDICAL

CAVENDISH MEDICAL

Associated companies Cavendish Medical and Medical Family Finance provide independent financial advice for medical practitioners. A third company in the Group, Sandison Lang, provides accountancy services for medical practitioners and practices. In 2015 it was decided that the Group would migrate its applications and data from on-premises servers to cloud storage.

As part of the move to the cloud it was also decided to use a hosted telephony service for the newly established Medical Family Finance. A hosted telephony provider was recommended to them but the experience did not run smoothly as James Hobbs, Accounts Administrator confirms. "Basically the service from the original supplier was terrible and in practical terms it didn't work."

To resolve the issue the Group consulted Spitfire, the multi-award winning ISP, telecoms and IP engineering solutions provider. "Spitfire had supplied Cavendish with a phone system and support for nearly a decade since it was established.

We received an email from Spitfire saying they could offer hosted telephony and as they were a trusted supplier with excellent customer support, we decide switch to their service"



Spitfire provided its SIP Communicator™ hosted service. Instead of a conventional on-premise phone system, SIP Communicator™ provides phone system functionality remotely in the cloud. SIP Communicator™ only requires SIP compatible handsets at each location, which makes it an extremely cost-effective solution for the Group with multisite operations. This keeps capital expenditure to a minimum with billing based on a monthly service charge, which is tax deductible, meaning the costs are estimated to be about fifty per cent less than an on-premise phone system.

James continues, "We saw a demonstration of SIP Communicator™ and decided on a six-month trial with Medical Family Finance in London and Sandison Lang in Tonbridge, Kent. It went very well and it's really beneficial to be able to linkup the two sites. Staff can also use the system from home, just as if they were in the office, and are able to see who is online and if their line is engaged."

SIP Communicator™ is ideal for multisite operations and home workers because colleagues at different locations can call each other using abbreviated extension numbers and without incurring public phone network charges. They can also transfer external calls and forward calls to other extensions regardless of where their colleague is located.

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The trial period proved to be so successful that at the end it was decided to include Cavendish Medical in the overall system.

"Spitfire managed the implementation, installing the routers and desk-phones. It's basically a 'plug-and-play' solution and any teething issues were quickly resolved with Spitfire's usual professionalism."

"Spitfire provided onsite training for us, but it's actually very simple and intuitive to use."

Some staff use a softphone app recommended by Spitfire, which can be installed on a PC, notebook or mobile phone. James states:

"It means that our staff can use the system using their desk top PC or when out and about on their mobile phone"

The system uses Spitfire SIP trunks connected to the hosted SIP Communicator™ service. Designed as an ISDN replacement, Spitfire's SIP trunks typically offer business quality secure telephony at up to 50 percent less than the monthly rental cost of an equivalent ISDN service. Spitfire provides a complete end-to-end SIP service via its own network infrastructure, to ensure reliability and quality of service.

"The whole service is very reliable with no voice quality issues. It's very flexible and easy to use, we love it."

In terms of after sales service, James has been equally impressed. "Since moving to the cloud we have had issues with some of the data services, but never anything serious with SIP Communicator™.



James Hobbs

If there is a problem we can't fault Spitfire. They are straight on the case, sending us an email confirming when any issue will be resolved, but often it's been sorted almost immediately."

Spitfire's SLAs emphasise fast fault response and sophisticated on-line fault tracking, 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 percent of respondents said an issue was resolved on first-call.

Overall James has been delighted with SIP Communicator™ and Spitfire's support.

"It's a really good system and we've not looked back since it was installed. Spitfire are great, they are always very keen to help, which is why we have been with them for a long time. They take good care of us."



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