

VOICE EVOLUTION FOR EVOLVE WITH SPITFIRE

EVOLVE COMPUTERS

Evolve Computers Ltd provides a wide range of IT support services, to small businesses in London. To provide network connectivity and telephony services for its customers, Evolve has partnered with Spitfire. Glenn Scott, who manages many customer projects for Evolve, explains why.

"We were using another provider and then we were engaged by a customer that was already using Spitfire network services. We found them very easy to talk to and simple to do business with, which made a refreshing change and we have used Spitfire ever since."

Spitfire's Partner Service aims to enhance the range of products and services offered by IT support companies, data VARs, and others that want to offer voice and data network services to their customers. Spitfire strives to provide business class QoS levels and SLAs, unavailable from ISPs catering mainly for the domestic consumer market. This is the key differentiator for Spitfire's ISP services and the reason why so many IT support companies such as Evolve trust Spitfire to deliver their network connectivity for their customers.

Evolve has found Spitfire support to be exemplary as Glenn describes. "The account management is very good. If we have customers requiring detailed technical information Spitfire provides it and if we request it they will interface with the customer direct. We rarely have technical issues, but when we do the response is quick and efficient."



Core Values:
Excellent Service
Trust
Knowledge
Fairness

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% of respondents said an issue was resolved by the first point of contact.

Evolve is now offering customers Spitfire's SIP Communicator™ hosted telephony service.

"We have been very impressed with the performance and reliability of SIP Communicator™ and over the past year we have implemented SIP Communicator™ for four of our customers. It has really opened up a new business area for us because we had not previously offered voice. It means that we can meet customer requirements for voice telephony so they don't need to look elsewhere", Glenn confirms.

SIP Communicator™ delivers phone system functionality provided in the cloud by Spitfire. It includes a wide range of phone system features delivering the flexibility that SMEs require today.



Innovative • Flexible • Reliable • Supportive • Cost Effective



Flexibility is further enhanced by web-based management of service configuration, made either by the user, partner or Spitfire.

Spitfire focuses on selling SIP Communicator™ into the IT channel, helping IT companies like Evolve add voice services to their portfolio. So IT partners can sell SIP Communicator™ with confidence, Spitfire provides ongoing voice training, covering all aspects of the voice industry from fraud detection to number porting/management. With a flexible co-delivery or managed installation service this has enabled Spitfire partners to move into voice at their own pace.

“We have all received hands-on training on SIP Communicator™ at Evolve. For SMEs it’s is an excellent solution that we recommend as reliable and simple to use. We like the facility to log-on to the service remotely, for example from home, which provides flexibility for SME customers and business continuity assurance.”



Key to the success of SIP Communicator™ is deployment with Spitfire SIP trunks. Using its own voice approved broadband circuits for SIP Communicator™ means Spitfire guarantees the end-to-end call QoS with guarantees on latency, jitter and delay both upstream and downstream. This reassurance of selling a guaranteed end-to-end service has been a key factor in SIP Communicator™ winning orders.

Looking ahead Glenn says, “We anticipate doing more business with Spitfire in the future. It ensures we can provide our customers with the right connectivity solution for their business needs.”

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