

SPITFIRE SERVES UP INTEGRATED NETWORK FOR TECH SUPPORT GROUP

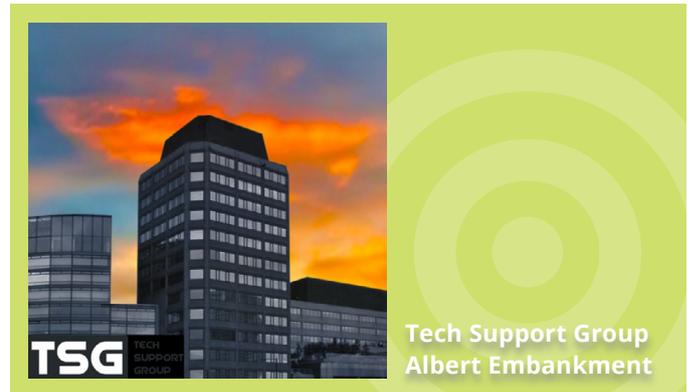
TECH SUPPORT GROUP

Established in 2004, Tech Support Group is a managed IT services provider based in central London. The company focuses on providing a reliable, professional and friendly service to SME businesses across the UK. Tech Support Group currently provides IT support to 130 businesses, with around 2,500 IT users, working in locations from Aberdeen to Newquay.

Last year Tech Support Group won a major contract to provide IT support for an expanding pub group that was acquiring 70 pubs. A major challenge was that the pub group wanted to take over the 70 pubs without a break in trading. Ben Waterton, Director at Tech Support Group, elaborates on the scale of the challenge: "We had one month to prepare between contract exchange and purchase completion, and then all 70 pubs around the country had to be converted to a new IT system in just four days from Monday to Thursday. This required the installation of 70 routers, 350 EPOS tills and 400 wi-fi access points, with all lines and data circuits connected and functioning."

To implement the lines and data circuits required, Tech Support Group turned to Spitfire.

"We had been working with Spitfire for over a year and had been impressed with the level of service and support they provided. This contract required expert project management to implement a complex MPLS network which had to go live without a glitch. It was a very challenging task and Spitfire said they were confident they could manage the network connectivity issues for us."



With over 500 reseller partners Spitfire's Partner Service is aimed at enhancing the products and services offered by the IT support companies such as Tech Support Group, that want to offer customers a superior, more integrated service than that offered by the large impersonal consumer ISPs. Spitfire expertise in IP Engineering means it can provide a comprehensive service for customers, offering access to the UK's widest range of market leading, competitively priced Ethernet, FTTP, VDSL, SDSL, or ADSL circuits over the company's own core network.

Spitfire MPLS solutions provide cost effective, secure connectivity for enterprises to connect multiple sites for both voice and data by using MPLS enabled Ethernet or broadband circuits. For the pub group Spitfire used VDSL fibre broadband connections where possible and ADSL broadband circuits at other pub locations. These circuits provided connectivity back to Spitfire's core network where a dedicated cross connect was installed into Tech Support Group's data centre facility. This allowed all sites to easily connect back to the group's IT management centre with minimal ongoing administration from Tech Support Group. Ben confirms:

"Despite the tight schedule all the lines and data circuits went in on time, with few issues"

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“The circuits are used to upload EPOS data from the pubs to the group’s management centre. They are also used for customers’ wi-fi access and email. For the email provision Tech Support Group installed servers in the data centre they use connected to Spitfire’s core network.”

Ben attributes the success of the MPLS implementation to Spitfire’s technical competence and personal account management.

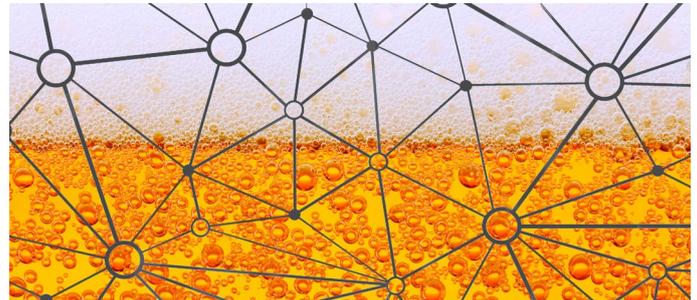
“The level of technical competence is very high and the account management is really good. The account management team we deal with is superb.”

Rather than simply providing a product portfolio for partners, Spitfire offers a more personal service providing better outcomes both for partners and their clients.

Spitfire believes that reliability based on technical competence is incredibly important, and invests heavily in training all of its customer support technicians and account managers in IP Engineering, with study for qualifications such as Cisco CCENT and CCNA.

Based on the success of the project, Tech Support Group plans to use Spitfire for another pub client, as Ben explains.

“We have another customer in the hospitality industry that is taking over 30 pubs, but fortunately the IT conversion will be over three months not four days. We will be working with Spitfire on that project.”



Looking to the future, Ben says,

“Potentially we can move a lot more of our customer base over to Spitfire lines and circuits and I think we shall be doing that as they come up for renewal, because Spitfire’s support is so good.”



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