

SPITFIRE COUNSELS 3CX FOR DPP LAW LTD

DAVID PHILLIPS
& PARTNERS

DPP Law Ltd (www.dpp-law.com) employs 60 solicitor advocates, paralegals and support staff over eight offices located throughout England and specialises in providing legal services for criminal defence, actions against the police, personal injury and family law. In 2016 the firm relocated its two Bootle offices into a new head office building also in Bootle.

As part of the move it was decided to re-evaluate the firm's telecoms provision, as Roger Posener, Financial Controller elaborates.

"We had been using a PBX phone system located at our old head office, but we took the opportunity to see what was now available on the market and evaluated several prospective suppliers. The 3CX system supplied by Spitfire seemed the logical choice based on our research."

3CX is an IP telephony solution originally developed for Windows but now also available on Linux distributions. Spitfire is a 3CX Titanium Partner and supplied the 3CX system hosted 'in the cloud'. As Roger explains,

"We chose Spitfire over rivals because of their technical expertise."



Spitfire is a multi-award winning Internet Telephony Service Provider specialising in supplying voice and data integrated solutions, carrier network services and internet connectivity that deliver cost savings, increased productivity and efficiency. Roger states, "With the 3CX system we just have a router at each of our offices and IP handsets. Because Spitfire hosts the service there's no need for servers or other hardware on our premises."

"The installation went very smoothly, everything was setup for when our staff arrived at the new head office and Spitfire provided us with full training. The greatest challenge was porting our existing phone numbers seamlessly to the new location but Spitfire helped to manage that, which was of great assistance".

As an Interconnected Fixed Line Operator and one of only a limited number of CPS Operators in the UK, Spitfire can offer business customers' number ranges on all UK dialling codes, together with non-geographic number ranges. Spitfire is also involved with Ofcom at industry level in the development of future interconnect and number porting arrangements between Openreach and the telecoms industry. ✓

Innovative • Flexible • Reliable • Supportive • Cost Effective



In operation Roger says the greatest benefit of 3CX has been the softphone app for mobile devices.

“A lot of our staff are out of office at court or meeting clients and the app gives them full access to the 3CX service, exactly as if they were in the office, even if working abroad.”

Another benefit has been conference calling. “Previously we subscribed to a third-party conference service but it’s very easy to setup an impromptu conference call with 3CX just by adding additional callers.”

The 3CX system uses SIP trunks for Voice over IP (VoIP) telephony instead of conventional ISDN phone lines. “We used Spitfire for all our data connectivity so we had complete confidence in their ability to support our voice telephony”, Roger confirms. Designed as an ISDN replacement, Spitfire’s SIP trunks offer business quality secure telephony at typically up to 50 percent less than the monthly rental cost of an equivalent ISDN service. Spitfire offers a complete end-to-end SIP service via its own IP and TDM infrastructure, without using the public internet. Consequently Spitfire offers quality of service uptime guarantees.

“We have dedicated private 100Mb circuits supplied by Spitfire at several of our offices for voice and data and they are very stable and reliable.”

For these offices the 3CX service is delivered over Spitfire’s own Voice Approved broadband or Ethernet circuits guaranteeing the end-to-end call QoS with guarantees on Latency, Jitter and Packet Loss both upstream and downstream.

Reliability of the 3CX service hosted by Spitfire has been so good that Roger cannot recall any serious issues.

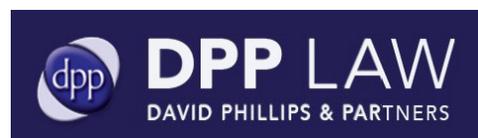
“We have never had a major outage of the service.”



If we do need to call Spitfire’s customer support team we get an immediate response and any issues are resolved quickly.” Spitfire’s SLAs emphasise fast fault response and sophisticated on-line fault tracking, backed with a ‘Keep-Customer-Informed’ policy, ensuring regular updates 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.

Roger has also been impressed by Spitfire’s account management. “It’s extremely good in terms of keeping us informed and up to date. We have a dedicated account manager who I can speak to about any changes or new services that we require.” Summing up, Roger says,

“We are very happy with the 3CX service hosted by Spitfire. All our offices are linked using it and our staff are pleased with the range of features, especially the mobile softphone app. It’s exactly what we needed.”



Innovative • Flexible • Reliable • Supportive • Cost Effective