

**PARTNER
TESTIMONIAL**



Spitfire Network Services Limited – ISP

We have been a Partner of Spitfire since 2011, providing both their ISP and Telephony services. The reason that we provide Spitfire's ISP services such as their Business Broadband products and Ethernet services is heavily based on the extremely high level of customer service and support offered, which is simply not provided by other ISPs.

Our Partner Account Manager is knowledgeable and understands both the technical and commercial aspects of delivering the right solution to our clients. Providing a single point of contact within the business, we are confident that our customers purchase the right products following an in-depth consultation regarding their requirements, whether they are looking for basic internet connectivity, access to cloud applications or a complex multi-site network.

Whenever we require technical support, we get straight through to someone who is able to begin performing diagnostic tests and begin the repair process. The technician on the call understands what the best route to take is in resolving support cases rather than reading off of a script.

Another extremely valuable service which comes as standard at Spitfire is their pro-active customer account management, this ensures that our clients have a dedicated individual within Spitfire to call which provides a more personal service.

We would highly recommend Spitfire to any business who requires ISP services.

Kind regards,

Graeme Eddie
Director

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