NETVECTOR ENJOYS OVER A DECADE OF SPITFIRE SUPPORT

NETVECTOR

NetVector provides IT support services for businesses with between five and 250 users. Based in Edenbridge, Kent the company offers a flexible, bespoke service to each client with a helpdesk team available from 8am to 6pm and 24/7 on-call cover available for those customers that require IT support around the clock.

Established in 1997, NetVector has long experience of meeting its customers' IT needs and moved early into online connectivity, as Nigel Holmes, a director of the company elaborates. "At the turn of the century broadband became available and as our customers migrated from dial-up modems they turned to us for help. Initially that meant working with broadband suppliers aimed at the general consumer market, but as some customers' requirements grew more complex we looked for a more sophisticated provider and began using Spitfire in 2005."

Spitfire is one of very few specialist business only ISPs, focusing on the needs of channel partners and their customers with business class ISP services. With over 400 partners, the Spitfire Partner Service provides business internet services and IP telephony to UK business customers.

"Our customers expected us to have some special status with the consumer broadband providers, but we had no more standing with the ISPs than they had – we had to wait in the call centre queue like everyone else. So we wanted a business ISP with quality support levels like a proper technical helpdesk.

From left:
Derek Morton, Director
Nigel Holmes, Director

Basically a serious partner providing the kind of personal support we offer our customers and Spitfire has fulfilled that role for us", Nigel confirms.

Derek Morton, a fellow director of NetVector adds, "At first we just used Spitfire for leased line installations. But over time internet connectivity has grown in importance and sophistication with Ethernet, EFM and other products. The size of our customers has also grown and their needs are more complex, so now Spitfire is our default and primary choice for network services."

Spitfire can offer customers 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. There is also a range of competitively priced backup solutions to ensure resilience and business continuity. Spitfire works with partners to ensure that they choose the correct product for their clients' requirement, taking into account bandwidth, performance guarantees, reliability, resilience and budget. All circuits are backed up by clear SLAs and are available fully managed with monitoring, allowing partners to concentrate on providing their own services rather than worrying about network connectivity.

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With the move to cloud provision of applications, services and storage Derek says online connectivity has become critical to NetVector customers.

"We're at a hybrid stage now where customers use some online services and some local server provision. But the direction of travel is to the cloud so customers need a quality service with reliable bandwidth. More are moving to Ethernet, but Spitfire also offers cost effective products such as DualStream®, which are not available elsewhere."

Spitfire's DualStream® SF (Synthetic Fibre) range provides dual-circuits designed to carry both voice and data, with fully automatic failover between the two, giving customers many benefits of more expensive Ethernet circuits. Circuits usually use different exchange equipment, but provide the same IP addresses for easy failover, where constant broadband connection is essential.

The demand for VoIP telephony means NetVector has also deployed Spitfire's SIP trunk services, including for the company's own needs. "We were an early adopter, moving to Spitfire SIP trunks from ISDN in 2007. It proved to be very useful when we moved as we could port our existing phone numbers", says Nigel. "We explain to customers that you have to do VoIP properly using quality SIP circuits. Spitfire SIP trunks are very stable and reliable and we have no hesitation in recommending them. And of course they are a lot cheaper than conventional ISDN."

Spitfire is an Interconnected Fixed Line Operator and one of only 29 CPS (Carrier Pre-Selection) Operators in the UK.

Spitfire also has number ranges on all UK dialling codes, together with non-geographic number ranges, allowing the company to provide one of the only fully integrated SIP services available today, delivering a genuine ISDN30e replacement.

NetVector also recommends SIP Communicator™, Spitfire's hosted telephony service. "We use SIP Communicator™ ourselves and we implemented the first SIP Communicator™ service for one of our customers three years ago. It's a 'fit and forget' application that works perfectly. We wouldn't recommend it if it caused our customers and us problems", Derek says.

SIP Communicator™ includes a full range of phone system features delivering the flexibility that businesses require today. Flexibility is further enhanced by web-based management of service configuration, made either by the user, partner or Spitfire. A key focus area is delivering the service with guaranteed call quality and SLAs. Using Spitfire's own voice approved circuits for SIP Communicator™ means guaranteed end-to-end call QoS with SLAs on latency, jitter and delay both upstream and downstream.

Derek continues, "We get full support on SIP Communicator™ implementations from Spitfire and they do everything short of plugging in the handsets. And with a single supplier for the service and the SIP trunk, there is only one point of contact for any service issues."
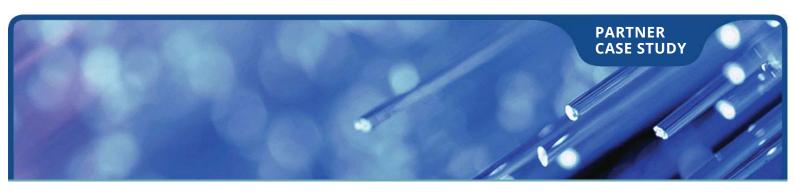
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NetVector has been happy to refer customers direct to Spitfire says Nigel. "We're pleased to refer SIP Communicator™ leads direct to Spitfire. They quote the customer, implement the solution and we get the commission. Based on our history of over ten years we know we can trust Spitfire."

The trust factor includes account management support from Spitfire as Nigel explains. "We've been very satisfied with Spitfire's account management which is generally excellent and very attentive. They have not grown so big that they have lost the personal touch. It's still an independent company and the senior management has remained very stable so we are able to talk to the top people should we need to."

Derek adds, "Even if your account manager is away, you can talk to someone on their team. There's no call centre queuing. It's the personal touch that makes us feel we're being valued and looked after and that's so important."

Tech support is equally responsive Nigel states. "Our staff get straight through and the same Spitfire support technician manages an issue to completion so you don't have to keep explaining the situation from scratch."

Spitfire believes that reliability based on technical competence is incredibly important, and invests heavily in training all of its customer support technicians and sales people in IP Engineering. 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.

Wrapping up Nigel concludes, "We've been very happy with Spitfire and continue to use them. Their products are always on the leading edge of latest technology, but their services are proven, reliable and deliverable, causing us very few issues. If there are problems they resolve them quickly and efficiently. We work well with them."

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