PEARCE BROS

Pearce Bros is a family business founded in 1979 and is now the largest independent contract hire and vehicle solutions specialist in the Bristol area. The company's head office is on the Beeches Industrial Estate in Yate just outside Bristol, but there is also a satellite depot half an hour away at Avonmouth.

A deteriorating internet link between the two sites began to cause serious problems for the business as Mark Powell, IT Manager for Pearce Bros describes. "We link Avonmouth to head office in a VPN (virtual private network) for security because we use live invoicing. At head office we have an FTTC (fibre to the cabinet) data connection provided by Spitfire, but at Avonmouth no fibre connectivity is available and the best we could get was a deteriorating ADSL connection."

"We checked with Openreach and were told any fibre provision was at least two years away, despite Avonmouth being the biggest industrial area in Bristol. The best download connection we could achieve was 1Mb but for uploading data, including invoices, it was even worse. Sometimes the upload connection would zero-out so we lost data which was really unacceptable. As the link was deteriorating I had to act."

To find a way to link the two sites effectively Mark spoke to his Account Manager at Spitfire.



"We have been Spitfire customers for over 10 years and have always found their service and support to be brilliant. I asked my Account Manager if anything could be done and they proposed a solution."

Spitfire is a leader in advanced IP engineering solutions and is one of very few specialist business only ISPs, focusing on the needs of their customers with business class ISP services.

"Spitfire proposed using an EFM Ethernet circuit together to provide a stable VPN connection between our two sites and it has worked perfectly, providing the best data link we can hope for until fibre is available at Avonmouth", Mark confirms. Spitfire's core ISP services include a wide range of DSL and Ethernet services with value-added products including resilient options for business class service delivery, converged voice and data, MPLS/managed WANs and monitoring services. EFM uses existing copper wires bonded together to provide true Ethernet quality and SLAs but without the cost or delays of using fibre Ethernet.

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"We also use Spitfire for our email hosting and their support is very good. We very rarely have a problem, but if we do the first tech support person I speak to at Spitfire manages the issue through to resolution. There's none of the getting passed around between agents and having to explain the situation from scratch that happens with other providers. They also proactively keep me informed of progress and after the event I get a full report with stats showing what the issue was. It's all very efficient."

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 on first-call.

"With Spitfire you get a personal service which is rare these days and something we at Pearce Bros also pride ourselves on. Everyone at Spitfire treats me as a valued customer and the solution they proposed was tailored to our needs and not an off-the-shelf 'take it or leave it' product."



Spitfire recognises the special needs of the business community that are not met by price driven bargain-basement products offered by ISPs serving the consumer market, with little in the way of direct response tech support. That is why Spitfire's broadband portfolio is unrivalled both in its diversity and price competiveness. Every product has a comprehensive SLA and the company aims to provide a back-up circuit with every solution it sells.

Based on this positive experience Mark is considering using Spitfire for Pearce Bros' voice telephony as well as data connectivity.



"Spitfire stepped into the breach and sorted out a big problem for us. I like the service and we're discussing what else they can do for us."



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