

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.

Since 2016, DPP Law Ltd have been using Spitfire's PBX phone system, which was originally adopted when the firm was relocated.

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 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."

Fast forward to 2020, DPP Law like many other law firms faced the challenge of making the shift from having the majority of its employees working from offices to remotely. However, as Roger explains, DPP Law was well prepared.

"We actually preempted this shift when we put new systems in place to ensure people could work from home or anywhere, they wanted."

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With fee earners needing to meet clients or attend court or police stations, this ability to ensure connectivity at all times was critical. Employees were able to access 3CX via their smartphones and we had no issues whatsoever. Once the lockdowns came, this transition had already taken place, so the shift was seamless. The only difference was that more people were using 3CX from home."

"We didn't have any issues once lockdowns were in force as we were already offering remote working to our employees - which Spitfire enabled us to do."

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 dialing 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.

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." This has become even more important in 2020."

Another benefit has been conference calling. "Previously we subscribed to a third-party conference service but it's very easy to set-up 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.

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"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. It just does the job for everyone across the firm, no matter where they are located. Simply put, it has done exactly what it is supposed to."

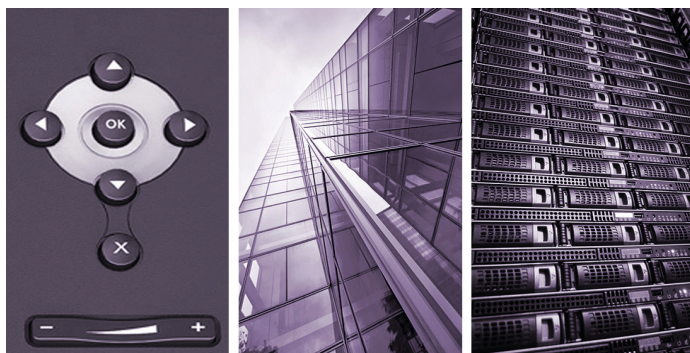
"If we do need to call Spitfire's customer support team, we get an immediate response, and any issues are resolved quickly." Spitfire's SLAs emphasize fast fault response and sophisticated on-line fault tracking, backed with a 'Keep Customer-Informed' policy, ensuring regular updates from a Support Technician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

"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."



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