SPITFIRE NEWS

For the latest communications news, views and comment

Spitfire launches Spitfire Hosted PBX 2.1 telephony service

We recently launched our new hosted telephony service, Spitfire Hosted PBX 2.1, which has been developed in-house, making it both affordable and feature rich.

This in-house development of this exciting new system means it can be offered at the highly competitive rate of only £6 per user per month, including free of charge setup on a one year contract. For customers requiring handset rental, the service is available at £9 per month for a user license that includes a fully supported Yealink desk-phone, with replacement if faulty during the life of the contract.

Unusually, we are not charging additional fees for multiple endpoints on the same user extension. This allows a user to have a desk-phone, PC softphone and mobile client app all configured as the same extension at no extra charge. With call twinning included, this set up will ring a desk-phone and mobile simultaneously to help you answer those always important business calls.

While Spitfire Hosted PBX 2.1 is highly affordable there has been no compromise on functionality. The service is plug-and-play and highly scalable, so it's easy to add user extensions as required.

Management of the service is simple using an intuitive browser based administrator interface, allowing quick changes to functions such as hunt groups without the need for external technical support.

INSIDE

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SPITFIRE®

VOICE ● INTERNET ● WAN

Foreword – Harry Bowlby

It's nearly two years since the last newsletter and in this edition we have some noteable developments.

Our founder, Justin Orde retired from Spitfire in December 2018 after over 30 years' service and we have a tribute to his achievements on page 11. Justin's example of innovation, hard work and exceptional customer service are imbued in the business and we shall continue these traditions.

In Summer 2018, we launched our own hosted telephone system, laconically named SIP Hosted PBX 2.1. This product which is designed to be reliable, easy to use and affordable at a cost of £6 per extension and potentially no upfront costs has been selling very well with over 3000 extensions already installed for over 300 customers.

As part of our ongoing pursuit of value added engineering services, in September 2019 we launched FWaaS (Firewall as a Service), which provides an enterprise class firewall capability in an easy to use, pay as you go package.

Finally, earlier this month, we signed a contract with BT Wholesale Enterprise for the wholesale purchase of mobile data services on the EE network. These services will plug into our core network, come with a fixed IP address, can be incorporated into an MPLS private network and are specifically designed for connectivity for the Internet of Things, which we anticipate as a massive future growth area.

We are looking forward to an exciting new decade of innovation and technological progress.

Best wishes to you all for a happy and prosperous year.

Harry Bowlby, Managing Director

Spitfire Awards

Comms Business Awards 2019
Highly commended in the
Channel Supplier Award: Connectivity

Comms National Awards 2019
Highly commended Best Network Provider

...continued **Spitfire Hosted PBX 2.1 telephony service**

Spitfire Hosted PBX 2.1 has a host of high-end features to improve user productivity including:
- Call management routing
- Auto-attendant with time of day settings
- Voicemail to email alerts
- Busy Lamp Fields (BLFs)
- Programmable buttons for softphone and handset
- Call queuing options and management stats for contact groups
- Follow-me to user's own or other users' endpoints

The system also includes a multi-user conference bridge which makes conference calls easy to setup with moderator control if required. Each conference centre can have multiple virtual rooms; allowing simultaneous conferences to take place on the same phone number through the use of access PINs. This avoids the cost of additional numbers for conference calling.

The service is very robust and is delivered over Spitfire's own voice approved broadband or ethernet circuits with guaranteed call quality and SLAs. Using Spitfire's own circuits provides assurances to the end-to-end call quality with guarantees on latency, jitter and packet loss both upstream and downstream.

We are already planning a series of upgrades to the service which customers will benefit from when available at no additional cost and with no disruption to service.

Move to Cloud telephony Do it now but do it properly

Voice over IP (VoIP) has now become the default choice for any new telephone system.

The Deadline
The ISDN network will be shut down in 2025. This should be seen as the final deadline for those who have been putting the inevitable decision off. The good news is that there is no reason to wait. ISDN is not cheap. SIP (the VoIP alternative to ISDN) is low cost and highly scalable. For a similar monthly cost of 4 channels of ISDN you could have 4 channels of SIP and a dedicated circuit to run them over. Add more channels and the savings start to add up.

Is SIP as good as ISDN?
Yes, in fact in many ways it's better. Firstly when it comes to voice quality most SIP providers use the G711 codec which has an audio equivalence to ISDN so your call should sound as good as an ISDN call.

Do I have to buy a new phone system?
Not necessarily, a low cost SIP gateway can be added to connect SIP trunks to your existing on-premise phone system.

Alternatively, you could decide that the advanced features offered by a Cloud PBX service is the way to go. This means replacing your on-premise phone system with a Cloud service.

You may be able to use existing handsets but you don't need to buy any expensive hardware for your server room. Most Cloud PBX systems allow you to use your mobile phone or laptop computer as a telephone for when you are out and about.

No-one need know that you're at home on a snow day when answering your desk phone.

Is all of that expensive?
No. Spitfire's Hosted Cloud PBX 2.1 starts at £6 per extension per month or £8.40 if you include a handset.

Offset these costs against your current call charges, ISDN rental and support and you may well be saving money and benefitting from a new, feature rich phone system.

What about call charges?
ISDN call charges are generally higher than SIP calls. If you haven't reviewed your contract with your telephony supplier recently you could be paying significantly more for your UK and international calls. Some providers offer bundles but be careful as these are often a false economy.

Can I keep my numbers?
Yes, the vast majority of numbers can be ported from your ISDN lines to your SIP Trunk or Cloud PBX platform. Spitfire will manage the process for you to avoid any downtime.

By reducing costs and benefitting from advanced features, you're probably ready to consider the move more seriously now.

What could possibly go wrong?
Well the most common answer is call quality.

Have you ever had a phone call that sounds like it comes from East Asia rather than East Midlands? Deathly silence when you answer a call? A conversation with someone who appears to be underwater?

All of these symptoms can be avoided if you follow a few basic steps. At Spitfire we have created the CLEAR methodology so that alongside your IT representative we can identify and understand all of the components between your network and the route to the telephony networks. With all of these components correctly assessed and appropriate actions taken you can ensure high quality voice at all times.

Sadly many Cloud telephony providers fall at the first hurdle when they say you can use their system over your broadband circuit which is simply not going to guarantee you the stable performance you need for voice.

To ensure voice quality there are certain network performance criteria that need to be consistently maintained. Spitfire Account Managers are trained to help you navigate these requirements and avoid the pitfalls that lead to poor call quality which can affect business reputation.

So it really is a good time to consider your options; whether upgrading your failing on-premise phone system to utilise SIP trunks, replacing it with a Cloud PBX, or utilising Spitfire's experience to replace a poorly implemented Cloud phone solution. Remember to ask the questions about call quality as in some cases you will only get what you pay for so cheapest is not always best.

Developments in the fixed line data market
by Dominic Norton, *Spitfire Sales Director*

Major changes are taking place in the fixed line data market which Spitfire customers should be aware of:

Migration from Broadband to Ethernet: Smaller businesses who in the past would have used broadband are now ordering Ethernet for three key reasons:
- Large scale migration of applications and services to the cloud, so the requirement for greater reliability, quality and bandwidth that Ethernet provides is crucial.
- Lower rental costs of fibre Ethernet and ultra-low cost FTTC Ethernet (Spitfire sell this at £75 a month) have reduced the gap to broadband.
- Faster and cheaper installation as fibre roll out improves geographical density.

Less reliance on the public internet: larger businesses who have migrated to the cloud are increasingly wishing to take advantage of the improved performance, security and flexibility provided by private connectivity to their cloud services and between sites. Rather than using private circuits for such connectivity they are using services such as Spitfire MPLS and Cloud Connect in conjunction with their broadband and Ethernet circuits to give the best of both worlds – private, secure connectivity at a low cost.

Connectivity speeds continue to increase as prices continue to fall and there is no reason to suppose this trend will change. Fibre rollout by Openreach and others is ongoing making Ethernet leased line connections cost-justifiable for more businesses. And Government schemes such as the current Gigabit Broadband Voucher Scheme, which Spitfire participates in, are driving the take up of 'Gigabit' Ethernet by more SMEs, noting that a 100Mb circuit is deemed as being 'Gigabit capable' by the scheme due to its upgradeability.

Of course the move to the cloud is driving the uptake of greater Ethernet bandwidth, but there is no magic speed that suits all businesses and true (1Gb or higher) Gigabit Ethernet is overkill for most SMEs at the moment. However this will naturally change and Gigabit will become the norm in the longer term – just as 10Mb and then 100Mb circuits took over from old Megastream and SDSL 2Mb connections a decade ago!

At Spitfire we offer Ethernet circuits from 2Mb to 10Gb but the actual speed required for a customer depends entirely on their particular applications which are often far more demanding on performance SLAs than actual bandwidth.

For example a business requiring Ethernet for 20 voice calls needs less than 2Mb bandwidth, but the bandwidth has to be high quality with less than one percent packet loss, 80ms latency and 30ms jitter. Even with normal business data usage such a customer might well need nothing more than an FTTC Ethernet costing £75 a month rather than a 'Gigabit' capable circuit costing many times that. Much of the reason for the success of Ethernet is down to its superior reliability with Spitfire offering Fibre Ethernet with 100 percent target uptime and market-leading Service Level Agreements (SLAs) backed up by service credits.

MPLS vs SD-WAN and the Hype Cycle
by Graham Lewis, *Director IP Engineering*

SD-WAN is the latest technology for network managers to consider when looking to build wide area networks. If you read the network press you can't avoid believing that SD-WAN has revolutionised everything and soon all MPLS networks will be displaced by this new kid on the block.

The US research firm Gartner describe the adoption of any new technology using the "Hype Cycle" where inflated expectations of a new technology grow to a "Peak of Inflated Expectations" before falling into a "Trough of Disillusionment" as people realise that well maybe this latest thing isn't the silver bullet they thought it was.

I can't help thinking with SD-WAN we are reaching the Peak of Inflated Expectations. The problem that I see with the way SD-WAN is being pushed are the headline claims of many SD-WAN vendors.

"SD-WAN is cheaper". You will see this claimed by US vendors of SD-WAN solutions where private circuits and their MPLS replacements are expensive because in the US private circuits go over much longer distances, the state of Texas alone is almost 3 times the size of the United Kingdom. An SD-WAN solution uses Internet circuits that terminate at a local POP and then traffic is carried over the Internet or a shared provider's backbone.

The problem with the "SD-WAN is cheaper" argument is in the UK by the time you factor the additional costs of SD-WAN equipment we have rarely found a scenario where SD-WAN proves cheaper than an MPLS solution on a like for like basis.

Using Internet circuits and creating VPNS over the top is nothing new, what most SD-WAN solutions offer is to send different application flows over different Internet circuits where two or more paths between sites are available. With application centric routing latency critical applications can go over the path with the lowest latency.

The implied promise of SD-WAN is that by grouping two or more cheaper Internet broadband circuits together it can create a solution as good as a premium Ethernet circuit. However this is rather like Sellotaping® two pigeons together and hoping to make an eagle. If none of the underlying circuits have low enough latency then SD-WAN will not magic lower latency out of thin air. What matters is the performance of the underlying circuits and what guarantees are provided to deliver low latency, low packet loss and low jitter.

"SD-WAN frees you from the tyranny of your MPLS provider!" However you will notice that SD-WAN solutions are proprietary so once you choose one equipment vendor or an over the top SD-WAN provider you are now locked into their equipment or their monthly service – the very thing they rally against.

SD-WAN locks you into a provider as does an MPLS solution which is why choosing the correct MPLS provider for your needs is important. Which SD-WAN vendors will survive and which SD-WAN products are quickly made end of life once the market has matured is anyone's guess.
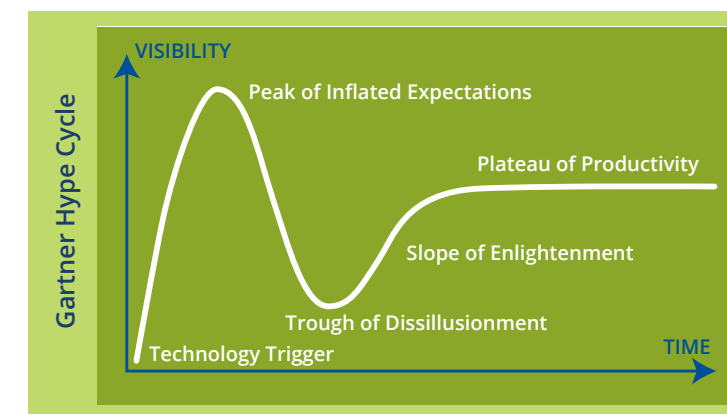
It is a pity that SD-WAN vendors have headed straight for the bargain basement argument to sell their wares because there are some useful things in some SD-WAN that a network manager might consider. These are the things that may eventually lead us to the "Slope of Enlightenment"

"SD-WAN provides resilient networking" A resilient network solution relies on multiple circuits to each site. We are a great fan of this and have been preaching it for years, that's why we heavily subsidise back up circuits on some products.

SD-WAN is application centric! Again we wholeheartedly agree with this one, we train all our sales team to start by looking at the applications and suiting a network solution that fits. On our MPLS solutions we have now added the option of application monitoring to our Internet and VPN services so customers can see what applications they have on their network and how much bandwidth each is using. The solution is also able to shape traffic based on application type in an easy to use graphical interface.

Ultimately the decision between SD-WAN and MPLS will actually depend on what your application needs are and you shouldn't make assumptions about one or the other based on the marketing hype but define what application performance minimums needs to be and finding a solution and vendor that can meet them.

Time is running out to claim your voucher from the Gigabit Voucher Scheme!

With only 10% of the allocated government funding left, time is running out for Spitfire customers to benefit from the UK wide Gigabit Voucher Scheme!
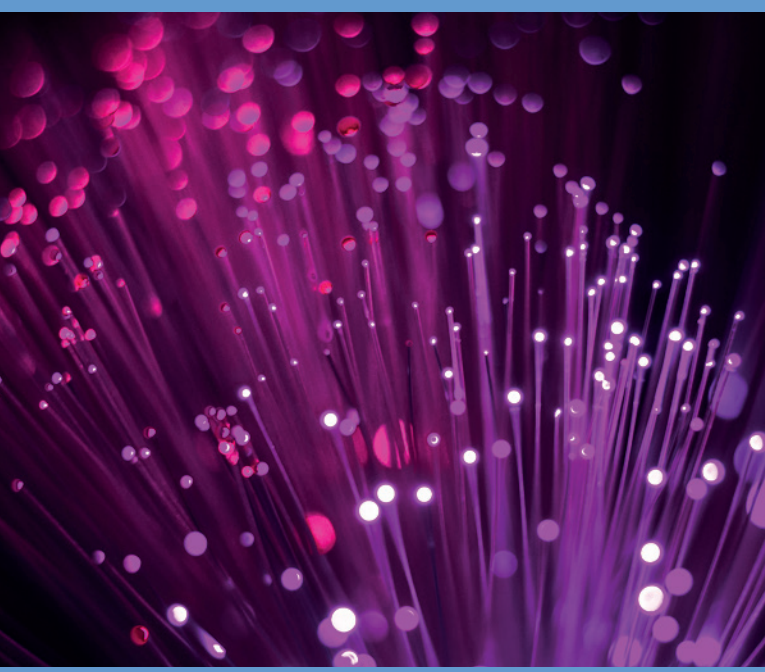
The scheme offers a Government voucher of £2,500 to go towards the installation of a Gigabit capable Ethernet circuit. The costs that can be covered by the voucher include Ethernet connection, router hardware (up to £250) and Excess Construction Charges. Spitfire have a range of pre-approved packages on 12 and 36 month contracts – with the latter including a discount of up to £51.38 for the minimum term of the contract.

The requirements to qualify for the scheme include being a company of less than 250 employees with an annual turnover of less than €50 million euros. The new connection must be at least 100Mb and provide a "step change" in business grade performance, meaning the scheme is open to those on existing broadband, FTTC Ethernet or EFM circuits. On top of this, the connection must be 1Gb capable, although there is still the choice of installing either a 100Mb or 1Gb bearer circuit. Contact your Spitfire Account Manager today to discuss how you could benefit from the scheme. Once the money for the scheme has run out – no more vouchers will be allocated!

Internet of Things
by Andy Duncan

The IoT market is expected to approach 16Bn devices by the end of 2020. While many of these devices will focus on the domestic market over a third will support business applications and ecosystems.

The obvious feature of an IoT ecosystem is that it requires internet technologies to exist but rather than simply relying on a typical broadband connection to the internet, the potential diversity of IoT applications will broaden connectivity requirements.

IoT ecosystems consist of 4 key components:
- Devices
- Gateways and Connectivity
- IoT Platform
- Applications

Spitfire is obviously well placed to offer connectivity and we will be broadening our portfolio to ensure IoT requirements are met across a wide range of devices and access methods. We are excited to launch our new suite of mobile connectivity solutions which will be aimed at M2M and IoT applications.

Stop Press: Emobile data service

We have signed an agreement with EE to provide mobile data services that we can terminate in our core network by connecting to their M2M data network.

EE's 4G network has the biggest nationwide coverage of any operator allowing us to offer our services in areas where other broadband services are not available. Our new 5 year agreement with EE allows us integrate 4G LTE mobile data as another underlying circuit type to our Internet and private WAN IP solutions.

The EE M2M network is designed for business traffic enabling us to offer standalone Internet access with fixed IP addresses and failover to Ethernet circuits. We can now integrate 4G LTE data services into a customer's Spitfire MPLS network alongside Ethernet and broadband circuits extending the reach of their private network.

Companies deploying Internet of Things (IoT) solutions will find these data services particularly attractive as they allow us to build a private bespoke IoT network for a customer's application where devices may be a long way from a BT cabinet or on the move.

The impact of 5G on business comms

With all the hype surrounding the pending introduction of 5G mobile networks it's as well to recognise that it will take a long time for 5G to have an impact on business communications. The mobile network providers will have to bid for the bandwidths and then make substantial investments in network infrastructure. This includes new masts with greater density because of the shorter range of the higher frequency 5G signal.

As with the rollout of 4G, 5G will initially be available in major metropolitan areas only. Therefore it will be the mid-2020s before 5G has any real impact on the wider industry. Even then, the investment in fibre networks alongside the relative low cost and reliability of fixed line connections means most businesses will continue to rely on fixed line connectivity.

It's likely that 5G will continue the process of fixed-mobile convergence and unified communications, just as 4G does today. True wireless communications would be utopia – imagine providing high speed, reliable connectivity with no wayleaves, Excess Construction Charges or extended delays!

Spitfire hosted telephony is right recommendation for City advisors

IFC Advisory was established in 2014 to provide a first class advisory and bespoke communications service for clients focusing on investor relations, with an engagement in the wider market. Services include media relations, shareholder analysis and financial analyst relations.

As a company specialising in investor and financial public relations, effective business communications is essential. So when IFC Advisory relocated offices within the City of London last year they needed a provider of voice and data network services that could deliver reliable and efficient solutions.

Jane Allison, the company's Financial Controller, elaborates. "We had to move fairly quickly from our previous serviced offices so we asked the owners of our new building who they used and Spitfire were recommended." For IFC Advisory Spitfire proposed its Hosted PBX 2.1 telephony service. Hosted PBX 2.1 provides phone system functionality remotely in the 'cloud' hosted by Spitfire and only requires SIP compatible handsets, making the service an extremely cost-effective solution with minimal capital expenditure.

Jane continues, "We had some problems porting our numbers from the old location and laying on our broadband, but Spitfire helped to manage the process which saved us a lot of bother. Implementing the hosted telephony service was simple and the Spitfire engineer was here for less than two hours. He ran

through the setup with me and explained how to make changes." Management of Hosted PBX 2.1 is simple using an intuitive browser based administrator interface. This allows quick changes to functions such as hunt groups without the need for external technical support.

While Spitfire offered training for users, staff found the service easy to use, as Jane confirms. "Our staff are all pretty tech savvy and were able to use the service straight away." Hosted PBX 2.1 offers all the usual phone system features such as extension dialling, call transfer, call forwarding and so on, but has a number of additional benefits. Multiple hunt groups can be set up for incoming calls to ring telephones simultaneously or sequentially across a number of locations. "Calls to our general number ring two extensions first and if unanswered a further group of extensions are called." says Jane.

The system uses a Spitfire SIP Trunk connected to the hosted Hosted PBX 2.1. Designed as an ISDN replacement, Spitfire's SIP Trunks typically offer business quality secure telephony at up to 50 per cent less than the monthly rental cost of an equivalent ISDN service. Spitfire provides a complete end-to-end SIP service via its own IP and TDM infrastructure, to ensure reliability and quality of service.

For IFC Advisory the SIP Trunk runs on an Ethernet circuit which also provides the company with data connectivity as Jane explains. "We store our files in the cloud using Dropbox and the connection speeds and reliability are excellent." Spitfire can supply comprehensive voice and data solutions for customers, which includes designing and implementing a telephony and data communications network.

Since the Hosted PBX 2.1 went live the service has performed without a hitch. "We have had no issues, it's performed flawlessly and does everything that we need. I haven't needed to call Spitfire although our account manager rings from time to time to check that we're okay. Spitfire's hosted service is definitely the right choice for us", Jane concludes.

New ultrafast broadband products launched

We recently introduced new ultrafast product offerings to our range of business broadband connectivity services. In addition to the existing 80/20Mbs FTTP (Fibre To The Premise) services, we're now offering speeds up to 160/30Mbs from £45 per month and up to 330/50Mbs from £80 per month.

Unlimited data and a static IP address are included with free connection and router on all 24 month packages. A Premium option at an additional £10 per month includes priority data throughput at peak service times. To ensure business continuity we also offer low cost broadband backup circuits from just £10 per month. Full details of our FTTP products, where they are available and all other Spitfire connectivity services, can be found at our website: **Spitfire.co.uk**

Spitfire Launches Firewall as a Service (FWaaS)

FWaaS is deployed in the Spitfire core network as a Cloud hosted firewall solution, allowing customers to secure their network perimeter with a feature rich Unified Threat Management (UTM) system.

Based on Fortinet's market leading FortiGate platform, Spitfire's FWaaS is backed by 24x7 support and a 100% target uptime to deliver an 'always-on' service. FWaaS also includes a comprehensive management portal to give customers visibility of their network and manage user's Internet access, whilst repressing inbound Internet-borne threats.

Some of the features included in this exciting new product are:

- Advanced Management Features
- Antivirus
- Application Control
- Web Content Filtering
- Email Filtering
- Intrusion Prevention System (IPS)
- VPN Connectivity

FWaaS is offered at a fixed monthly rental, from just £200 per month, based on required throughput bandwidth. So avoid the capital and technical investments of purchasing firewall hardware and utilise the flexibility, scalability and low upfront costs of Spitfire's FWaaS today!

2025 PSTN Shutdown & move to an all IP World

Openreach launched a consultation period in May 2018 for the closure of the PSTN network and the migration to an all-IP network. It is currently expected that the WLR platform and all related products will be withdrawn by December 2025. Last orders will be from September 2023 including upgrades of existing ISDN channels.

What does this mean?
WLR covers a number of voice and broadband products including:
- Analogue lines and associated services e.g. lift, alarm & voice lines
- ISDN2 and ISDN30
- SMPF (broadband line)

Customers will no longer plug phones into an NTE socket on the wall, instead they will need to connect to a router with an active broadband connection. If they are voice only users, they can do this by connecting an analogue line telephone adaptor or alternatively use VoIP. (These methods are still currently under review by Openreach)

Business users will no longer have access to ISDN and will need to implement a VoIP solution. Your Spitfire account manager can advise on the solutions and correct deployment of these systems to ensure that effective call quality is maintained.

Some of these terms may seem familiar, if you are unsure whether this applies to your services, we advise contacting your Spitfire account manager who can review these with you.

Spitfire Employee Awards

All our recruits, whether support or sales are required to take the Cisco ICND1 qualification. We are very proud and would like to congratulate our employees who have attained their Cisco ICND1 qualifications in 2019 and those that have also attained their Cisco ICDN2 qualification. They have all worked really hard and are enjoying putting their new skills into practice.

We are having a final push to get our latest new employees through both qualifications before the syllabus changes at the end of February.

Have you seen or heard us lately?

Our latest advertising campaigns promoting our Firewall as a Service is now live in the trade press, on the radio and at railway stations around London, Birmingham and the South East. We are also sponsoring the Eat Sleep Work Repeat podcast. It would be great to hear from you if you have spotted us, heard us or downloaded us on your daily commute and travels. We love to know!

Justin Orde by Harry Bowlby

Justin Orde retired as Joint Managing Director of Spitfire on 12 December 2018.

Justin's first experience with telephone systems had been during his time serving as an officer in the British Army. After leaving the army he had founded his first telecommunications company Gazelle Group plc, which was the eighth company in the UK to be allowed to connect telephone systems to the BT network. After rapid growth, Gazelle was sold to another telecommunications company.

After a short respite on a skiing holiday, Justin founded Spitfire in 1988 out of his house in Octavia Street, Battersea. Spitfire was initially a Panasonic Business Centre selling telephone systems, fax machines and photocopiers.

Spitfire's first employee was an engineer, Julian Robinson. Justin would work 18 hours a day, selling telephone systems by day and then installing by night. Julian was soon joined by Duncan Mardle, a fax engineer and Melissa Denny, who served as a multi-tasking administrator including looking after stores / logistics.

Between 1989 and 1998 the company's premises were in Battersea Park Road in a former shop situated next door to a café and a news agent. The company's main business was selling telephone systems and Justin as Managing Director was responsible for winning and maintaining supplier accounts with Mercury / Cable and Wireless, Panasonic and SDX. In 1996 Justin played a major part in the creation of the BT dealer scheme which was created in competition with Mercury / Cable and Wireless. In 1998, Spitfire started switchless resale of telephone calls and in 2000 Justin used his extensive contacts in the telephone industry to establish the business as both an Annex 2 licensed operator with our own telephone exchange interconnected with BT and also as a tier 2 internet service provider, so that Spitfire was one of the 15 service providers listed in an advertisement by BT in the FT launching ADSL broadband.

Also during the early 2000s, working closely with BT, Justin ensured that Spitfire together with another telecoms provider Echo Communications (managed by Richard Bampfylde) were the first two companies permitted to resell telephone lines and calls from BT under the Calls and Access scheme, which was to become a major success for the industry as WLR or Wholesale Line Rental.

Since 2008, Spitfire has been a pioneer of SIP based Voice over IP services (SIP trunks or Hosted PBXs) and also one of the leading independent suppliers of Ethernet based internet and WAN services to provide our customers with a unique business quality solution. Justin's extensive knowledge of the Ethernet infrastructure and installation process has been of great assistance to many customers and even a few suppliers.

In 2009, Spitfire became a founder member along with Vodafone, Hutchison Orange and BT of the NICC, the technical forum for the UK communications sector that publishes interoperability standards for communications networks and services and Justin was appointed to the NICC board.

Between 2008 and 2015, Justin was a Non-Executive Director of the Federation of Communication Services, much of the time as Chairman.

Justin's time at Spitfire will be noted for his indefatigable energy, enthusiasm and drive; his limitless knowledge of telecommunications; his exceptional service to customers, partners and the industry; and his ongoing interest in the general happiness and wellbeing of the staff at Spitfire.

Graduate Recruitment

September each year marks the end of a busy period of recruitment with the start of our new intake of Graduate Engineering Account Managers in to our Graduate Training Programme. Our 2019 intake started in our Birmingham and London offices. The 10 new starters have been in our training and demo rooms from 9-3.30 every day and have a mixture of in-house product training, out sourced sales, account management and negotiation training, computer science fundamentals, C-programming and studying for their Cisco qualifications with in house support and learning. Whilst training is on-going throughout a Spitfire employee's career the Graduate Training Programme is around 9 months with them getting on the phones to speak to prospects, clients and partners in that period to start providing them with Telecoms and IP Engineering solutions.

So what have our 2019 graduates enjoyed about their time so far?

"It has been a real learning curve, we have had in-depth training in multiple areas to ensure that we become the best account managers possible. The MD has even taken it upon himself to take some of our training and get to know all of the graduates personally."

"Spitfire has a competitive yet supportive atmosphere that really brings out the best from a new starter."

London

Birmingham

"Spitfire is centred around training and improving the sales team, I hope to take full advantage of this."

"What I love the most is the work atmosphere – The competitive elements of the job brings the best out of me"

"I found the training in Spitfire to be a fruitful experience- A perfect blend of technical knowledge and soft skills"

"During my first few months at Spitfire I have learnt so much and really enjoyed the training process as a whole with my fellow graduates"

"Everyone at the company has been really welcoming and friendly and it has made it a pleasure to work here"

"I have thoroughly enjoyed my first few months at Spitfire. Everyone has been extremely welcoming and helpful. The team outings have been a wonderful way of getting to know everyone."

"The amount of time dedicated to training in my first few months really highlights Spitfire's level of investment in their employees. I've learnt so much and I am excited to put the knowledge into practice."

"There's a great atmosphere in the office, everyone is very friendly and supportive."