

SPITFIRE CONNECTS THE PARTNERSHIP

THE PARTNERSHIP

Founded in 2009, The Partnership is a fast-growing law firm that specialises in property law. With over 80 staff located in offices in London and Guildford, The Partnership takes a fresh approach to conveyancing, combining best in-class technology with well trained staff and a commitment to delivering a brilliant service.

The Partnership has been a customer of Spitfire since 2018. After months of outages and disruptions with their broadband provider, Operations Manager Nikki Waugh decided the firm required a dedicated Internet connection for the business. The unreliable connection was causing interruptions in the service offered to customers and was causing stress amongst employees. To analyse offerings available to The Partnership, Nikki put this out to tender.

After going through the tender process, Nikki was hugely impressed with Spitfire's technology offering but more so the sales approach from start to finish. Rather than applying a pushy approach, the Spitfire team provided detailed information around what could be installed and how this could benefit The Partnership. It was consultative and built on the foundation of a good relationship, which is why Nikki and her team chose Spitfire. Nikki comments:



“Once installed in our London office, we were really pleased with the Internet service and decided we needed the same in our Guildford office. The improvement was phenomenal”

In 2019 and with the incumbent contract coming to an end, Nikki started to plan ahead. As a forward-thinking law firm, Nikki was well aware of the impending switch off of ISDN lines and the need for the firm to make the shift to VoIP sooner rather than later. After the overwhelmingly positive experience of working with Spitfire, Nikki tasked the team with assessing and replacing the firm's phone systems. Nikki added:

“Because I've had such a positive relationship with Spitfire, I was already certain in my head that I was going to work with the team on this new project”

During the last year the firm has been busier than ever and has grown its team to meet the increased demand for services, this also underlined the need for a phone system that would meet all of their needs. In December 2020, Spitfire deployed Spitfire's 3CX Cloud phone system across both of The Partnership offices in London and Guildford.



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The phone system is hosted in Spitfire's core network and is accessed over the existing dedicated connectivity ensuring voice quality. It has also delivered on the business benefits The Partnership were looking for in a new system:

- Ease of use for all phone users whether working in the office using their handset or at home on a softphone allowing seamless client communication.
- Simple programming empowering The Partnership to make changes themselves instantly saving time and admin overhead.
- A scalable system that can grow as they do, allowing them to add users on a per seat basis.
- A technically advanced solution allowing call recording and integration with their CRM improving staff training and productivity.

It wasn't just the phone system that impressed The Partnership. "We spoke with other providers and the service wasn't what we expected. Some were insisting on us signing a contract before they'd even allow us to demo the service. The Spitfire team came to us, showed us the 3CX solution and answered any questions we had."

"As a firm, The Partnership invests in technology because we know how important it is. It's not something we would cut corners on when it comes to the investment. That's why we choose our suppliers carefully and always strive to have the best in place to ensure everyone is working faster and more efficiently," said Nikki when discussing the results thus far.

"I've had a really good experience with Spitfire since 2018. Whether it be the account management side or the support side - the team is always really responsive and really transparent. The relationship just works so well. If I need a solution, they come back with a good solution. The team and I have complete confidence in Spitfire to always deliver for us."

"The 3CX system we have in place is great but that's just a small part of the whole mix. The support and service we get from the Spitfire team is incredible."

Seamless

Making the shift was seamless and took place over a weekend across both offices. Whether employees are using it from the office or at home, the shift has been simple and pain-free. There's been zero disruption during the course of the installation. The entire workforce is now using the 3CX system.

Team feedback

Hugely positive reaction from The Partnership's 80+ employees, who are now able to access the 3CX phone system via their smartphones. All calls are recorded as well to assist with cases and complaints.

Improved connectivity and reliability

The connection is vastly improved and the amount of dropped calls has been reduced to almost zero. Fee earners are able to use the new system with full confidence, unlike before Spitfire's 3CX deployment was installed.

CRM integration

The Partnership's in-house software development team was able to integrate the 3CX phone system with the firm's CRM system. This enables the firm to work more efficiently when directing inbound calls to the right case lawyer as the system recognises the caller.

Trust and access

Nikki and the operations team have full access to the 3CX system to make adjustments in real-time.

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