

SPITFIRE DRIVES MULTI-SITE CONNECTIVITY, STABILITY AND RESILIENCE FOR GOLF AND LEISURE LEADER

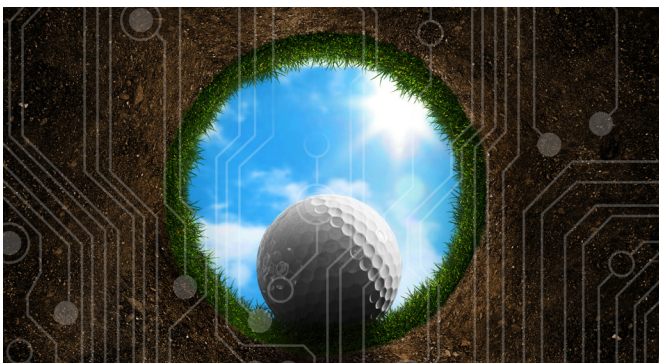
THE BURHILL GROUP LTD

Privately owned by members of the Guinness family and founded nearly 100 years ago, Burhill Group Limited (BGL) started as a family estates management company and has since become one of the leaders in UK golf, leisure and property. Ownership and operations now include 22 golf courses across 10 clubs, 2 health & fitness clubs, 12 adventure leisure venues, a 15th century lodge hotel and a diverse portfolio of residential and commercial estates. BGL is aiming to have additional sites open by the end of 2024.

Challenge:

BGL's challenge as a fast growing company was to deploy a stable and resilient IT network across all sites within the group - 27 sites initially and with plans to have 40 sites open in the near future. BGL had a number of clear requirements for this deployment:

Reliability – BGL required reliable data connections with backup circuits and a DR plan should they have a circuit failure. Business critical applications such as booking systems, security systems, business management systems and more all rely on connectivity to the data centres in which they are hosted. When BGL experienced downtime, the knock-on effect across the business and for members was problematic.



Bridget Jackson,
Group Information
Technology Manager,
Burhill Group Ltd

Data security - BGL required access to applications as well as being able to send data between sites over a private connection without using the public internet. The group also required a method in which to secure and monitor data traffic onto the public internet from all of their sites using a single management platform.

Performance and functionality of the network – BGL required SLA-backed connectivity to guarantee a certain level of performance across the network for effective use of business applications. The group also required a configuration to keep all data logically separate within their network, such as, such as corporate and public data, TrackMan data, CCTV data and more.

“As a result of Spitfire’s deployments, we have significantly reduced the loss of man hours due to the removal of the manual processes we had in place to stand in for the lack of connectivity. It means we are more proactive now in terms of planning too.”

Solution:

After a consultation period where BGL's challenges and needs were evaluated, Spitfire developed a bespoke suite of solutions with the sole objective of delivering connectivity across all sites.

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This includes:

- A range of different SLA-backed primary connectivity circuits to guarantee performance to each site.
- Backup circuits using different wholesale carriers to the primary circuit, traversing different network nodes within Spitfire's core network as well as a combination of fixed line and wireless mobile data for added resiliency. BGL now has intelligent routers at each site providing auto failover using The Virtual Router Redundancy Protocol VRRP.
- Spitfire deployed all these circuits into a single wide area data network using MPLS (Multiprotocol Label Switching) configured to manage the requirement of multiple networks for TrackMan (a golf activity tracking platform), CCTV, public Wi-Fi and more. This also provided a secure and private connection from each site to the data centres hosting their business critical applications.
- For sites that need to open quickly or for remote sites with no infrastructure (such as halfway houses and greenkeepers huts) Spitfire deployed mobile data as it can be deployed quickly and uses wireless technology.
- For security and traffic monitoring, Spitfire deployed its Firewall-as-a-Service solution, which is hosted in the cloud to monitor and secure traffic to each site on a single management platform.
- BGL has a number of sites that are managed by other suppliers (for reasons out of Spitfire's control) so Spitfire utilised its VPN Concentrator to link these sites into the MPLS network maintaining their ability to monitor traffic at these sites.

"The support we have received from Spitfire's customer service team has been amazing. We are guided through challenges and the team is able to blend technical knowledge with good old fashioned customer service. I know if we have any issues I can call up and speak to a human."



"The experience of our customers has improved with Wi-Fi connectivity being massively enhanced."

Results:

Since Spitfire's solution deployment, which is comprised of multiple components, has been in place, the impact for BGL has been huge. Downtime across all sites has become a non-issue, and each site has stable and resilient connectivity. Productivity has increased across the group, and the customer experience has been significantly improved.

"Connectivity has become a non-issue for the group."

BGL's team is now looking towards opening more sites and has the technical expertise and support from Spitfire to make the expansion as seamless as possible.



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