

SPITFIRE NEWS

For the latest communications news, views and comment

SPRING 2024

Welcome to Spitfire's Spring Newsletter!

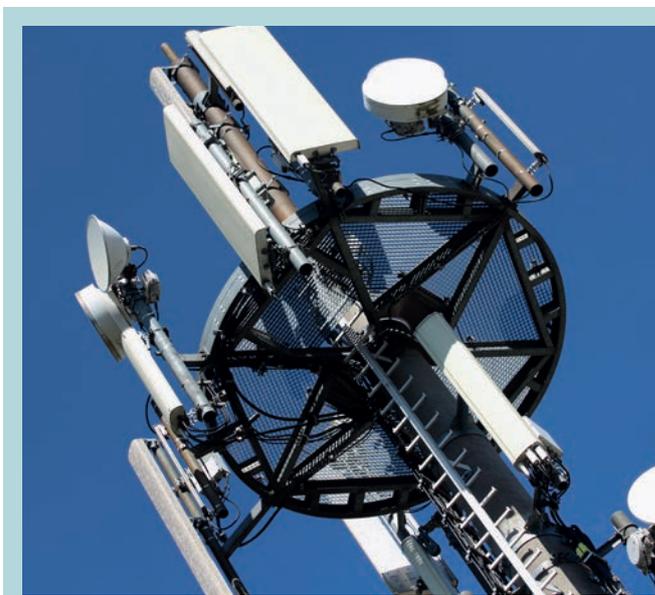
After quite a remarkable year, we are excited to bring you an update of Spitfire's latest endeavours, product launches and partnerships. From our ground-breaking Full MVNO launch to the latest in IoT and industry trends, this edition is packed with insights and news tailored to our valued customers.

Spitfire's Full MVNO Launch – A New Era in Connectivity

On a sunny London afternoon on the 3rd October, atop the BT Tower, colleagues and Partners celebrated the official launch of Spitfire's new implementation of their Full MVNO (Mobile Virtual Network Operator) agreement with a major UK Mobile Network Operator (MNO). Spitfire have continuously innovated in data connectivity & voice telephony across our 35-year history. The Full MVNO architecture enables Spitfire to connect directly to the MNO radio access network while the mobile core equipment owned and controlled by Spitfire resides in our core network.

Spitfire connected mobile traffic routes directly back to our core, without the need to traverse the public Internet. Spitfire will now provide our own SIM cards and have full control over authentication of users and their IMEI numbers, IP address allocation and session security. We can now deliver completely private and secure networks with our MPLS core network using a combination of mobile, fixed line and cloud connectivity services.

Our new 4G/5G Enhanced Mobile SIM products, part of our One Network suite, offer unparalleled performance, security and control, providing Spitfire with complete flexibility in product innovation and development.



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ONE NETWORK,
REDEFINING IoT
CONNECTIVITY



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PREPARING FOR
THE 2025 BIG
SWITCH OFF



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CUSTOMER
PORTAL,
ALL THE
INFORMATION
YOU NEED!

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Foreword – Dominic Norton, Sales Director

As we step into 2024, we are mindful of the political and economic challenges, with the uncertainty that these present for businesses. Yet it is the resilience and adaptability that define our path forward, especially in the dynamic telecoms industry.

It's one that is currently undergoing a seismic event, whose outcome is rather more certain. Spitfire is not just navigating but leading this shift in business communication, ensuring our customers are well-supported through the nationwide transition from copper-based telephone and internet services.

As we approach the 2025 Big Switch Off, our aim is to be proactive in our account management calls to ensure a smooth migration for every client. Our telephony solutions, FireSwitch and IP Voice, are not just about making the switch; they're about embracing the future of all-IP telephony and hybrid working. This is an exciting opportunity for businesses, however we really encourage all customers to act now, and beat the inevitable rush.

The proliferation of alt-net service providers continues unabated, with the shift to fibre bringing unparalleled speed, reliability, and scalability. We've continued to add value, by extending existing and announcing new wholesale partnerships for fibre connectivity. G.Network a leading London-based provider. City Fibre, with full fibre broadband available nationwide in over 70 UK cities and more recently Vorboss, for high capacity

dedicated fibre ethernet across central London. We really do have you covered, now with no less than nine fibre connectivity partners directly accessed via our core network.

Our recent inclusion in the Crown Commercial Service's Network Services 3 Framework is a testament to our unwavering dedication to delivering forward-thinking, secure, and efficient solutions to the public sector, whilst supporting the Government's 'cloud first' initiative.

We've made significant strides in our commitment to innovation and engineering excellence, with the launch of our breakthrough full MVNO agreement for mobile data and the introduction of Spitfire's One Network, reshaping connectivity solutions. For the first time offering our customers an unparalleled multi-use integrated, private, and secure network – using mobile, fixed line and cloud connectivity.

In 2024, we pledge to maintain our trajectory of growth and innovation. The Internet of Things is a rapidly growing industry and an exciting new era for Spitfire, in which our aim is to bring enterprise grade IoT connectivity solutions to SME businesses, so that they can more easily harness the power of the IoT and its resulting productivity and business gains.

Here's to a year of greater certainty, resilience and innovation.

All the best for the forthcoming year!



Spitfire's New Registered Trademarks

In order to support our product strategy around One Network and Spitfire Unified Network. Spitfire has registered some new trademarks.

The One Network logo has three interconnected segments in a circle to reflect the three aspects of Fixed Line, Cloud and Mobile.

The Spitfire Unified Network logo surrounds the circle with a narrow band to reflect the addition to One Network of higher level secure private networking technologies using VPN tunnels.



One Network – Redefining IoT Connectivity

Designed with IoT applications at its core, One Network is a bespoke network solution that integrates fixed line, 4G/5G mobile and on-net connections to cloud hosting platforms like Amazon Web Services and Microsoft Azure. The goal is to create a unified, private, and secure network provided and managed by a single supplier. Using MPLS, a low level private networking technology, this approach not only optimises communication budgets, but also ensures efficient application performance and complete reassurance that your IoT network is protected from external threats. We believe that Spitfire's One Network is a unique sales proposition to the SME market.



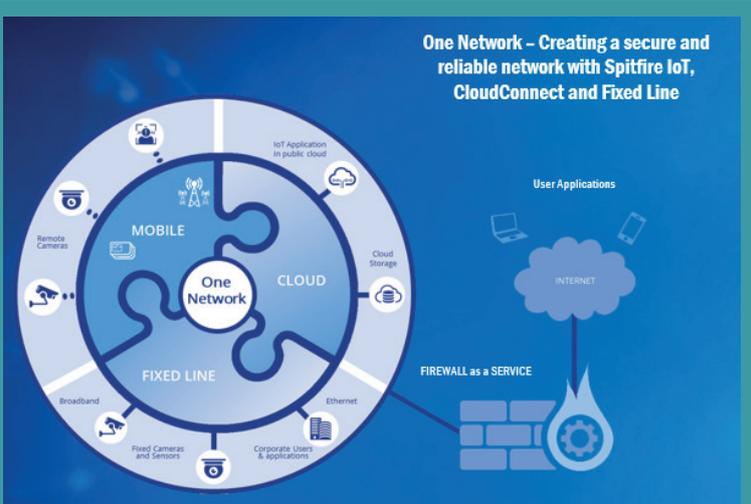
Some of our mobile IoT options include:

- Dynamic and fixed private IP addressing
- Managed routers
- Remote Management Services
- Private APNs
- Web Portal for SIM information and data usage

Cybersecurity is a top priority for all businesses to avoid costly breaches. More businesses are now capitalising on the use of IoT in running their businesses. As more devices, sensors and gateways are connected, to provide valuable insights and information, this inevitably increases the attack surface for criminals and hackers, which then needs to be reviewed and subsequently locked down.

One Network secures IoT devices alongside your normal business network. Where internet access is required then an easy-to-manage, centralised breakout is provided and controlled using our Firewall-as-a-Service solution. A single, robust and resilient point where your network touches the public internet, simplifying your entire business network's security. FWaaS is also used to easily extend One Network, using VPN tunnels, to include external endpoints forming Spitfire Unified Network.

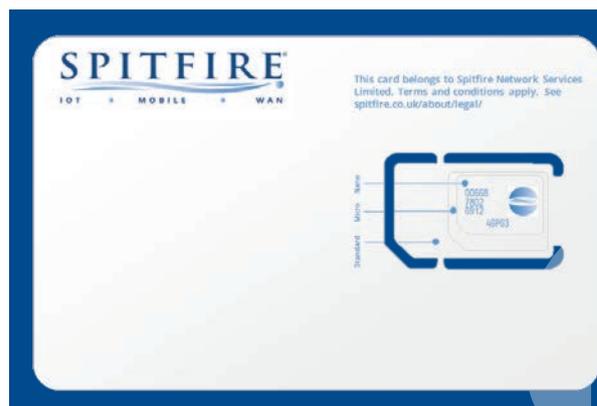
Call our IoT Sales number to speak to a dedicated IoT Specialist.



One Network[®]

IoT offers the opportunity to remotely access, control and analyse data in real-time, leading to significant service delivery improvements. With Spitfire's Enhanced Mobile suite of products, we currently provide a range of data and connectivity solutions, tailored specifically to the burgeoning IoT space. IoT applications exist in many different industries or business sectors. Office applications include building monitoring systems and security cameras.

We have flexible and market leading pricing and our dedicated IoT Sales Specialists are here to help you decide which is best for you. They will also provide a technical consultation to understand your network needs and deliver a One Network solution for your business.



In-Depth look at IoT: Market Trends and Security

The growth of the Internet of Things (IoT) is unquestionable, with many sources documenting the scale of this with some eye-catching statistics. For example, the *Ericsson Mobility Report 2023* states that NB-IoT is forecasted to quadruple by the end of 2028 to around 2 billion devices globally, while 4G and 5G connected IoT devices will grow to over 3 billion by 2028. Bringing this context on to home soil, the IDC Forecast suggests there will be 780 million IoT connections in the UK by 2030.

As mobile data connectivity continues to grow and becomes an integral part of the infrastructure of the country, there is an increasing requirement for organisations to ensure that their data is secure and safe from security breaches. As more and more devices like cameras, vending machines, traffic lights, EV charging stations and dustbins are connected, they open up potential entry points into a customer's network and are therefore susceptible to attack. IoT security is however an area that is currently being alarmingly overlooked.

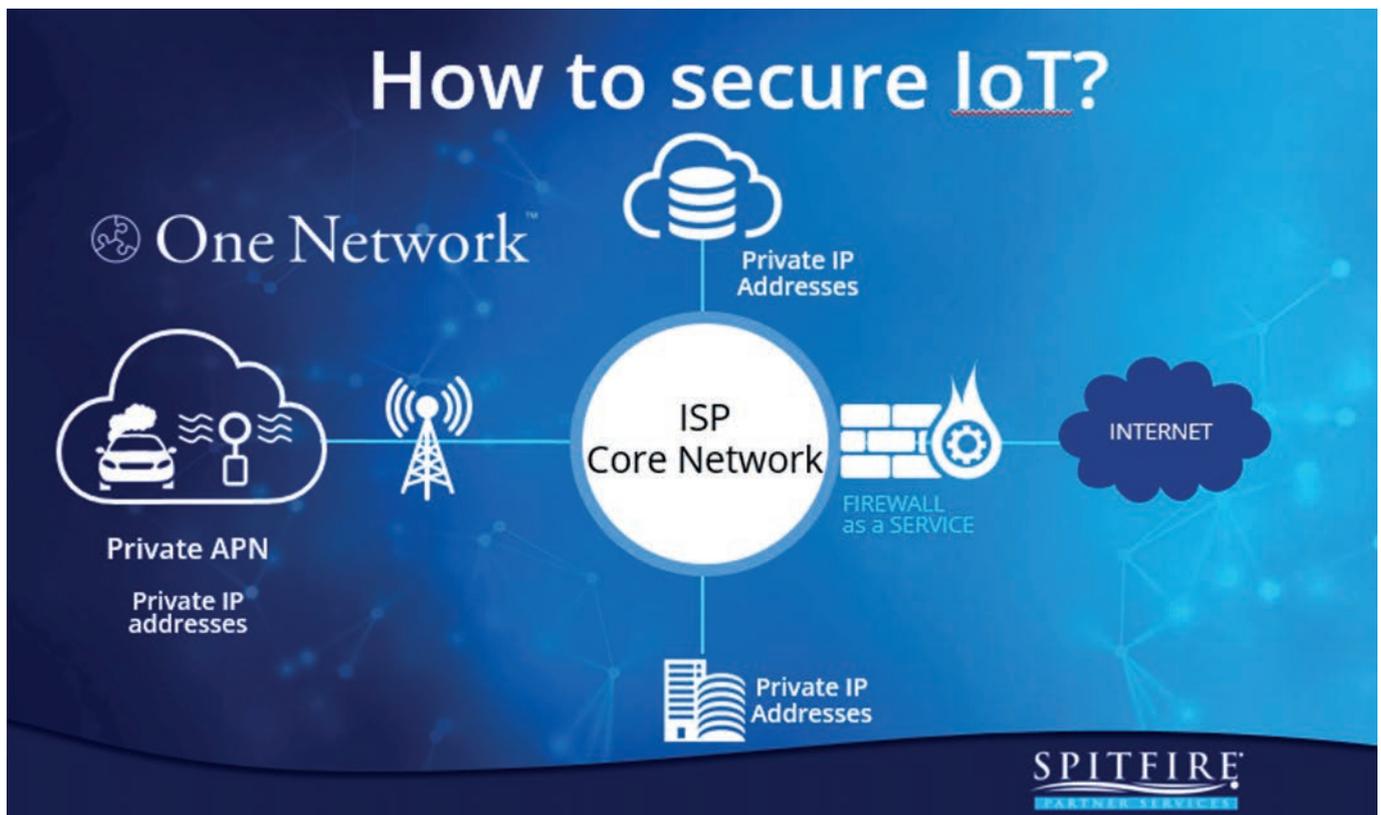
According to a report from Palo Alto Networks, 98% of

data currently handled by IoT devices and transmitted over the Internet isn't even encrypted! This is a scary thought and clearly highlights the need for businesses across the UK to safeguard their IoT connections from data hackers, with Research and Markets predicting that that the IoT Security Market will grow by 23.1% over the next five years.

So how do we go about keeping all of these connected devices secure? From the device to application server, it is essential to minimise the attack surface from a connectivity perspective.

Basic security steps would be to utilise NAT on a public IP address, or preferably access a private Access Point Name (APN) on the mobile network, with private IP addresses used for connected IoT devices. Virtual Private Networks (VPNs) may then be used over the Internet to connect to an IoT platform or users at other sites for remote management of devices.

However, why not go one-step further? Connect your IoT devices without the need to traverse the public Internet,



so that data traffic is only routable on a private network. This is where Spitfire's One Network solution comes in...

With One Network, there is no need for encryption, no opportunity for misconfiguration of VPNs or other security policies, nor any potential for attempted attacks via public Internet facing interfaces.

Until now, deploying IoT technology has usually called for multiple connectivity supplier relationships, involved tricky integrations, created the vulnerability of data traversing the Internet, and has not allowed for easy remote management of devices. Spitfire's One Network changes all of that as it allows you to connect, monitor and manage any size estate of IoT devices, securely

and privately, under a single, end-to-end supplier relationship.

If public Internet access really is required, then we can deploy Spitfire's Firewall as a Service (FWaaS) to monitor and manage policies, to control data flow, provide traffic analysis, and use whitelists to secure remote access into your devices, all through a cloud-hosted deployment to make management far more efficient.

From IoT device to platform, or from users to device, with One Network, data travels over a secure Spitfire controlled private network and the attack surface is completely locked down. One Network truly provides the perfect ecosystem for IoT.

Transforming Industries with Spitfire IoT

Case Study: Wilcomatic Wash Systems

The Challenge: Wilcomatic Wash Systems are the UK's leading provider of commercial wash systems for road and rail with more than 2,000 installations globally, cleaning more than 8 million vehicles per year. Supporting Wilcomatic's equipment is a 60-strong team of field engineers, but it is becoming more and more difficult for traditional maintenance and service programmes to keep pace with equipment requirements as technology and monitoring systems continue to advance. Wilcomatic needed to find a solution that used data via the mobile network to help monitor installations, was easy to deploy and maintain and above all was cost-effective, so they turned to Spitfire for help.

The Solution: Spitfire has provided Wilcomatic with an IoT data connectivity SIM solution, currently serving in excess of 600 machines across the UK. Live data points including temperature, fluid volume, on/off, fault codes, volume of transactions and the type of transactions are fed back to a cloud-based reporting dashboard, where actions and priorities can be observed in real-time.

The Benefits: Being able to remotely monitor and predict Wilcomatic's maintenance requirements in the field has meant a more efficient service for both Wilcomatic and its clients. By using Spitfire's IoT data SIMs, Wilcomatic is able to greatly reduce the data connectivity costs (by a factor of 10 compared to that of a fixed line Internet connection!), paying only for the data that is used. The solution also



enables new machines to be added to the network in less than 24 hours and they can be located anywhere on site, not restricted to where a physical cable has been laid. Thanks to Spitfire's IoT Data SIMs, Wilcomatic is able to achieve the best possible connectivity, no matter where the machines are located. Overall efficiency gains from the solution are significant, with the data collected from each machine relayed to an activity dashboard where judgements and remedies can be easily actioned. This allows for engineering workflows to be optimised, machines to operate at maximum capacity and issues to be dealt with in a timely manner.



Mobile Data – Teltonika Router Solutions

As the demand for mobile data solutions continues to grow, Spitfire has partnered with Teltonika to ensure we can provide a router that meets any technical solution requirement at an appropriate price point. Whether the solution is a fixed line alternative, a backup solution, an IoT Gateway or a multitude of other scenarios, Teltonika's wide range ensures there is always a suitable device available.

Teltonika routers operate on a common firmware platform, ensuring all devices offer the technical capabilities required for even the most complex Spitfire solution whilst being simple to support and manage. All routers support Spitfire auto-failover, connectivity to MPLS, our static IP configuration options, are easily managed remotely, and offer a range of antenna, external enclosure and power supply options. So, when it comes to choosing the right router, which would we recommend?

The entry level RUT241 is a Cat4 (4G) router. At only £5 a month rental is ideal for a low-cost backup service or where high bandwidth isn't needed.

The next step up is the RUT360. This Cat6 (4G+) router

supports carrier aggregation whereby it will connect to the network over two bands (one for upstream, one for downstream) thus squeezing more bandwidth out of the network. This performance increase over the RUT241 can be well worth the small additional cost.

The RUTX12 adds dual SIM capabilities and GPS. So, if you need to track the location of your device, connect to the best available network or failover if there is a loss of signal, the RUTX12 solves these challenges.

Now that 5G is more prevalent, the RUT50 is equipped to support these networks. This router can truly offer a fixed line alternative where 5G coverage is available, or indeed step down to 4G where it isn't, also at a price point that's lower than an equivalent fixed line Ethernet router.

When offering a supported solution, it is essential that we also provide effective remote management. Teltonika RMS is now available on all Spitfire Managed Teltonika routers, providing a portal for Spitfire to remotely support the devices as well as a platform for our customers to manage the device and gain visibility of the performance and any potential issues of their mobile network.



Preparing for the 2025 Big Switch Off

In 2025 Openreach will shut down their PSTN analogue and digital network as an all-IP network is set to take over.

Why? The copper network is ageing rapidly and in doing so has become less reliable and more costly to maintain. The Big Switch Off is an initiative to modernise the UK's telecoms infrastructure and ultimately move the UK to a full fibre network.

When? Back in September 2023 Openreach initiated a National Stop Sell, putting a stop to the order of any new PSTN analogue services including digital ISDN telephony and amendments or upgrades to existing services. This was a watershed moment, compelling businesses and organisations to migrate these services to IP-based communication.

What services will be affected?

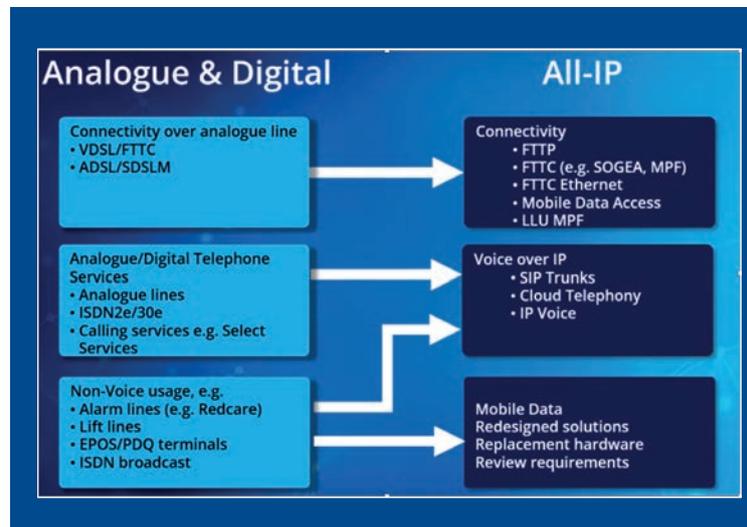
With less than two years to the Big Switch Off, millions of broadband and telephone lines still rely on outdated network infrastructure provided by Openreach's local access services.

- Analogue lines – used by PDQ machines, lifts, fax, monitoring and alarm systems.
- ISDN2e and ISDN30e lines – used with traditional telephone systems.
- Broadband services using an analogue bearer line.

What services will replace these?

While the move to all-IP is non-negotiable, there are options within this framework based on budget, need and location. Dedicated Fibre Ethernet, FTTP & SOGEA Ethernet and Broadband, VoIP telephony, and even mobile data and telephony all stand as suitable options, each catering to specific requirements and applications.

Key to Spitfire's IP connectivity products is the attention to call quality. In contrast to the simplicity of copper-based systems designed for voice, the transition to all-IP introduces a host of new considerations. For example, SOGEA Broadband includes 350Kbps of Real Time QoS and prioritisation on downstream data traffic (as standard) to mitigate against the risk to poor call quality that is presented when using IP for voice alongside data. Or for just a small price increase SOGEA Ethernet is fully Voice Approved, with a performance Service Level Agreement similar to its big brother Dedicated Fibre Ethernet!



Safeguarding voice traffic as it traverses both Local Area Networks (LANs) and Wide Area Networks (WANs) will become crucial to businesses.

Where a Spitfire managed end-to-end solution is considered, particularly for large and complex network deployments, this integrated approach enhances support, simplifies billing and reduces time inefficiencies associated with managing multiple supplier relationships, proving to be far more cost-effective solution.

Where a simple replacement of an analogue telephone line is required, consider our IP Voice service.

What should I do next?

You must act now. Two years may still seem some way off to some, however with millions of lines and numbers to be moved is it sensible to wait for the inevitable rush... and subsequent crush!?

Assess existing services, define a migration roadmap, and explore suitable options to safeguard necessary voice quality and enhance resilience. This journey from copper to an all-IP future of fibre and cloud telephony is not just a necessity; it's an opportunity to redefine how businesses and organisations communicate, collaborate, and innovate in the digital age.

Ask your account manager about how Spitfire's migration roadmap can help prepare your business for the switch off.

New Developments: Voice Services

The last couple of years has seen working behaviors change dramatically, which has altered the requirements and use of business VoIP solutions along the way. With the upcoming 2025 Big Switch Off also creeping ever closer, we have had to continue to develop our voice offerings to ensure all our customers' needs are met. Let's take a look at the latest updates.

FireSwitch

Spitfire has a rich history in delivering award winning hosted phone system solutions to our customers. It all started in 2009 and the launch of SIP Communicator, establishing us as industry leaders in business VoIP, followed by the development of our next generation phone system, Hosted PBX 2.1. Since then, remote and flexible working requirements have dramatically increased so we have listened to our customers and Partners to continue to innovate our hosted PBX offering. In doing so, we have added the exciting new functionality they desire – enter Hosted PBX 2.2, known as FireSwitch.

By far and away the biggest demand we were receiving was for improved softphone functionality, so we delivered. Included as standard, FireSwitch provides Spitfire mobile and desktop softphone applications, fully supported by Spitfire with no additional cost for 3rd party apps. This has allowed our customers to work from anywhere, from a range of devices, facilitating the agile workforces we are seeing today.

We have also developed FireSwitch to include full Call Recording functionality, stored in AWS and easily retrieved via the Spitfire Customer Portal. When added to the new

and improved web client feature, this is providing our customers with vastly improved management and training of dispersed work forces.

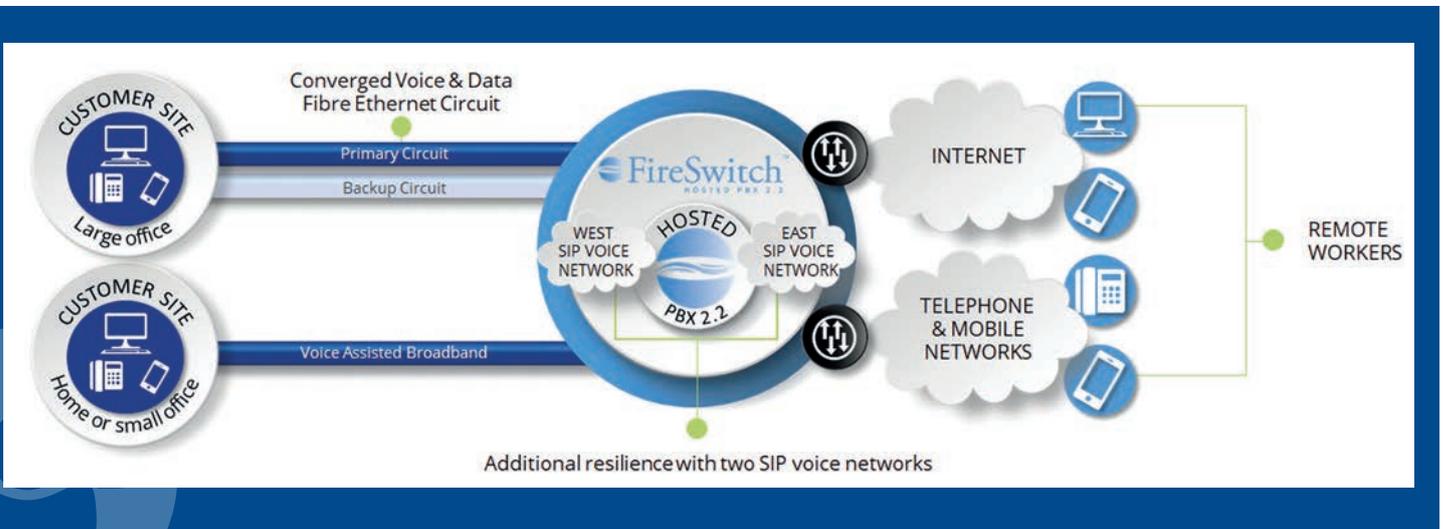
Understanding the importance of a flexible system, FireSwitch comes on a 12 month minimum term as standard, with no connection fees, and our innovative FireSwitch Flex option allows customers to reduce the number of extensions by up to 20% within the initial term, or easily increase the number of extensions, without penalty or impact on the contract term end date. This is all to deliver a hosted phone system that can truly change as your business does.

IP Voice

As part of the 2025 Big Switch Off, all analogue lines need to be replaced. A huge number of these lines are being used for voice calls, however a fully-fledged hosted phone system like FireSwitch is not needed in many of these cases. We therefore created the ideal single line replacement in IP Voice.

At only £5.00 per month, including 1,000 UK Local, National and Mobile minutes, customers can continue to use their existing analogue telephone if they use a Spitfire broadband connection and router, or they can purchase a new IP handset to make and receive calls on their existing telephone number.

Whatever your voice requirement is, Spitfire have you covered. Speak to one of our expert Account Managers today for guidance on the best option for you and your business.



Case Study – FireSwitch

Spitfire recently started working with a small chain of food retail outlets based within London who faced some challenges when it came to telephony. Using analogue lines at each store, they were aware of the upcoming need to move to a futureproofed solution and wanted to benefit from improved communication between sites.

The director of the business regularly works from home with a dedicated analogue line for business use and occasionally travels to visit suppliers.

To address these challenges, Spitfire recommended the implementation of a new FireSwitch hosted telephone system.

Handsets were deployed at each store and at the director's home office, providing a single communications platform across all sites with free internal calls. Existing telephone numbers were easily ported from their analogue lines to Spitfire's resilient SIP network, meaning the customer no

longer relied on outdated legacy infrastructure.

As the existing broadband services were carried over the analogue lines, the customer opted for Spitfire Voice-Assisted broadband circuits to futureproof their data network. The broadband service carries both their voice and data traffic, with features designed to help assure call quality, such as Real Time QoS for the prioritisation of telephone data traffic across the network.

The director of the business was given full access to the proprietary softphone application for smartphones, meaning important business calls could be made and received when working away from the office.

Spitfire FireSwitch enabled this customer to beat the anticipated rush to the 2025 Big Switch Off, allowing for a seamless transition, and with the added benefit of cost savings and improved flexibility for remote working and inter-site communication.

Spitfire says 'Yes!' to Fibre Connectivity Availability

When it comes to fibre connectivity, the ability to connect a customer to our network quickly, with the right product and at a sensible price is essential. While Openreach provides Dedicated Fibre Ethernet at any location in the UK it is clearly an advantage to utilise fibre already in the location, or "On-Net", rather than waiting for a dedicated installation. For Spitfire to offer such services it is essential that we continue to partner with major fibre providers that cover as much of the UK as possible. Our aim is to be the provider that always says "Yes" when our customers ask if we can connect their premises to a business grade fibre-based service.

This year we cemented our relationship with G.Network. Their dense London footprint provides FTTP full fibre connectivity across London boroughs, providing speeds of up to 1Gbps. As G.Network's first wholesale partner, Spitfire is uniquely able to connect customers with G.Network fibre access circuits into our core network.

In terms of footprint, CityFibre has the UK's largest independent fibre only network. Their rollout programme has surpassed 3M premises and will cover 400K public

sector sites and 800K business, both in key city locations and hard to reach regions. Spitfire has been providing CityFibre Dedicated Fibre Ethernet services since 2021 and we have now added CityFibre FTTP connectivity to our portfolio, providing symmetric 160Mbps or 1Gbps circuits. Our customers benefit from high-speed fibre broadband and Ethernet services with very short installation times and very attractive costs in 75 cities, and metropolitan areas.

We have also recently signed a deal with Vorboss to provide business quality, high bandwidth, uncontended Dedicated Fibre Ethernet across Central London at a market leading price. Vorboss have invested £250 million in to building a fibre network that will support extremely low latency and the capacity to ramp up to 100Gbps, meeting the demands of most data-hungry businesses.

Spitfire now provides Dedicated Fibre Ethernet connectivity based on access circuits from no fewer than 8 providers, and FTTP fibre services from 5 providers. With this level of coverage Spitfire ensures that our customers and partners receive the support they require to achieve all of their connectivity goals through a single supplier.





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- Contacts
- Sites
- Maintenance
- IP Circuits
- Web Services
 - Domains
 - POP3
 - Webspace
- Hosted PBX
- SIP Trunks
- Exchange Switch
- Telephone Lines
- Mobiles
- Call Diverts

[Home](#) [Update User Details](#) [Visit Web Ordering](#)

Welcome to the Spitfire Customer Portal

Customer Name	Customer Reference	Account Manager
Joe Dare	CUS0047623	Joe R Dare
Home		

PLEASE CLICK ONE OF THE MENU ITEMS TO PROCEED.



Customer Portal – All the information you need, right at your fingertips

Join thousands of our customers who are keeping up-to-date about their account by logging in to the Spitfire Customer Portal. In our continued quest to provide the best possible customer service, the Customer Portal has all the information you will ever need at the click of a button.

Customers are saving time and taking advantage of the ability to view updates relating to all existing, as well as 'in-flight' products and services. Easily see what is at each location, confirm contract numbers, view VoIP system extension details, telephone numbers, see accounting records of balance owed or due (including all supporting invoices/credits and payments/receipts), check the progress of any ongoing Support tickets or new service installations, and much more!

One of the most popular requests we get is from customers looking to view details relating to their internet connections. Whether that be connection details, usage statistics, billing history or installation order updates, the Spitfire Customer Portal provides it all.

The Web Billing feature allows customers to view their invoices and see a full breakdown of all monthly and one-off charges, providing complete visibility of your Spitfire bills in one place.

In addition to finding existing service information, the Customer Portal offers customers the ability to place orders for new services via our Web Ordering system. Easily review and confirm orders without the need for printing, scanning and signing – helping reduce our environmental impact in the process. It is also possible for customers to raise their own web orders to further streamline the ordering process, although your dedicated Account Manager is always on hand to assist with any queries and recommend the best solution for you and your organisation.

Not sure how to use the portal? Get in touch with your account manager today to arrange a demo of this fantastic and easy to use platform!

Award Success

In another highly successful year in 2023, it is with great pride we can share with you all our recent industry award successes:

■ Winner: Best SME Mobile/IoT Customer Solution at the Comms National Awards

- This award-winning entry was based on a Spitfire data connectivity SIM solution provided to one of our customers who currently serve in excess of 600 vehicle cleaning machines across the UK. Via this mobile data connectivity solution, numerous data points have been enabled to feed data back to a cloud-based reporting dashboard, where actions and priorities, including predictive maintenance and repair, can be observed in real-time. This has enabled a more efficient service for both the customer and their clients, reducing their connectivity costs by tenfold and allowing for much faster deployments for new installations in the process.



■ Winner: Best Connectivity Solution at the Comms Business Awards

- This solution utilised independent wholesale carriers to provide Dedicated Fibre Ethernet circuits at each customer location, all routing back to Spitfire's One Network. The circuits terminate on to different Spitfire core network nodes and a backup mobile solution was also provided at each site to provide an extremely resilient solution using different access technologies. The choice of infrastructure providers allowed the customer to benefit from the most cost-effective circuit with the fastest and easiest installation at each site.

■ Highly Commended: Service Provider Technical Support and Engineering Team at the Channel Champions Awards.

Speaking after the Channel Champions Awards, Michael Jones, our General Manager of Support & Customer Engineering, had the following to say:

"We are thrilled to announce that our Support and Customer Engineering department has been awarded the Highly Commended for the Service Provider Technical Support and Engineering Team at the Channel Champions Awards. This prestigious award recognises the excellence and innovation of our team in delivering high-quality technical support and engineering solutions to our customers.

We are very proud of our team, who have worked hard to achieve this recognition. They have demonstrated their commitment to continuous improvement, professional development, and customer satisfaction. Our team has invested significantly in enhancing their skills and knowledge, such as completing training programmes, updating standard operating procedures, and attaining qualifications such as CCNA, JNCIA, and others.

We would like to thank our customers for their trust and support, which have motivated us to strive for excellence. We are grateful for the opportunity to serve you and to provide you with the best possible service. We believe that our award-winning team is one of our greatest assets, and we will continue to invest in them to ensure that they can meet your needs and expectations.

We hope that you are as excited as we are about this achievement, and we look forward to working with you in the future. Thank you for choosing Spitfire Network Services as your partner in telecommunications."



Human Interest

Away from the exciting product and services developments over the past 12 months, Spitfire have recently hired 11 new graduates across our London and Birmingham offices, highlighting how we are continuing to grow and develop our sales team to deliver the best customer experience possible.

With our industry-leading training, this latest intake of Account Managers will soon be excellently placed to manage your services and requirements, with their CCNA training underpinning their understanding of applications, networks, and configuration.

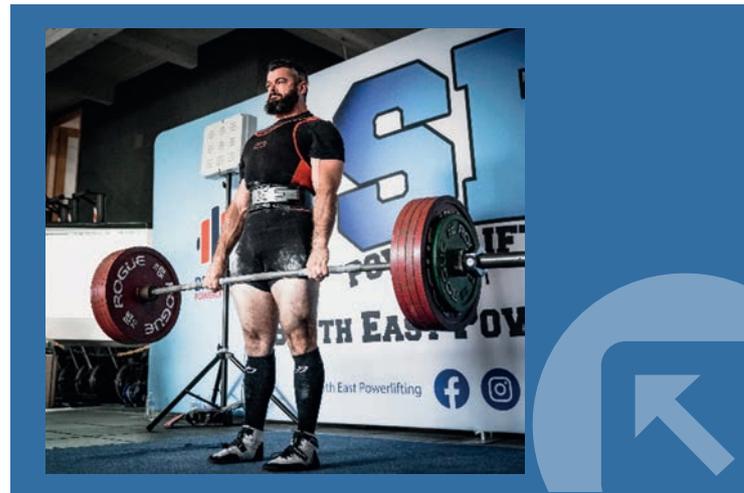


In Other News

Spitfire's resident powerlifter, Gary Cooper, recently participated in another competition as an under 83kg lifter, hitting pretty impressive numbers:

- Squat: 205kg
- Bench: 147.5kg
- Deadlift: 245kg
- Total: 597.5kg

A huge congratulations to our very own Joe Dare, and his partner Sam, who recently celebrated the birth of their first-born, Osian.



We had plenty of celebrations for both our Midlands and London offices, from company socials, Christmas markets, and plenty of other fun activities, and hope you all had an excellent festive season. Spitfire wishes you the very best for 2024, and we look forward to continuing to provide you the very best telecommunications services.



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