

LONDON BELGRAVIA HOLDINGS LIMITED: STREAMLINING COMMUNICATIONS WITH SPITFIRE 3CX

LONDON BELGRAVIA HOLDINGS LIMITED

London Belgravia Holdings Limited is a holding group that oversees two organisations: the National Centre for Domestic Violence (NCDV), a community interest company handling over 8,000 referrals a month, and the National Legal Service (NLS), a legal practice specialising in family, care, and domestic abuse law. Together, these organisations employ approximately 300 staff, providing critical support to victims of domestic abuse and offering legal representation through a network of law firms. The group relies on clear, reliable communication to manage complex cases and support clients facing challenging and often urgent situations.

The team at London Belgravia Holdings Limited partnered with Spitfire to implement an efficient, scalable, and responsive telephony solution.

Addressing Communication Challenges

Telephony is absolutely central to our work," explains Anthony Morris, Head of IT, London Belgravia Holdings Limited.

"In our line of business, where staff members are dealing with sensitive cases and vulnerable clients, it's crucial that communication is seamless and secure."



Anthony Morris,
Head of IT,
London Belgravia
Holdings Limited.

"Our old system wasn't cutting it - reporting was basic and support wasn't always available when we needed it."

With these new requirements in mind, alongside the adoption of remote working, softphones became an essential feature.

One of the biggest pain points was the lack of flexibility around mobile communication. Senior solicitors had separate work devices, but junior staff were using their personal mobiles for work calls.

This created confusion for clients, and staff were taking calls at difficult hours on personal devices.

The company explored options such as Microsoft Teams, but found it wasn't well-suited for their environment.

"We were looking for a telephony system that could provide better reporting, support, and more importantly, a solution that would work seamlessly for all our staff, regardless of their role."

3CX was recommended to us by industry peers, and after exploring it further, we saw it could address all our concerns."

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The Spitfire Solution

London Belgravia Holdings Limited chose Spitfire's 3CX solution for its advanced features, scalability, and ability to integrate with their existing systems.

"We loved that 3CX offered the ability to have softphones on mobiles and desktops, and it could integrate with our practice management software, Microsoft Dynamics. The ability to use it as a desktop client and manage calls directly from our mobile devices was a big selling point, too."

Enhanced Support and Control

A key benefit of the Spitfire 3CX system has been the improvement in support and reporting. Prior to the switch, support issues could take hours or even days to resolve. Now, with Spitfire's support system and call reporting capabilities, London Belgravia Holdings Limited has much better control over their telephony setup.

"We no longer waste time chasing support. It's a much easier system to administer, and staff are far more satisfied. Our staff can set their phones to 'Do Not Disturb' when they're in meetings or travelling, ensuring no interruptions, and we have complete flexibility to manage calls as needed."

A Seamless Transition

The transition to Spitfire was straightforward and hassle-free, with the team providing exceptional support every step of the way. "One of the best things about working with Spitfire is that there's just not an issue anymore. It's been such a smooth transition, and I no longer have to worry about telephony taking up my time."

The company has been especially impressed with the level of customer service they've received from their Spitfire account manager and the transition team.



"The team at Spitfire is fantastic. They're always responsive, proactive, and willing to do whatever it takes to support us. We couldn't speak more highly of them."

Spitfire has helped London Belgravia Holdings Limited transform its telephony infrastructure into a powerful, unified communications system. The improved support, reporting, and flexibility have both enhanced internal operations and also improved client-facing communications - critical for a group that provides vital services to those in need.

With Spitfire's continued support, London Belgravia Holdings Limited is now able to focus on what matters most: delivering high-quality, responsive services to its clients.



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