

JRA: FUTURE-PROOFING CONNECTIVITY WITH SPITFIRE

JOHN ROBERTSON ARCHITECTS

John Robertson Architects (JRA) is a leading architectural practice headquartered in Southwark Street, London, with additional offices in Edinburgh and Poland. With a team of around 90 staff spread across multiple locations and satellite workers worldwide, JRA handles large-scale refurbishment and commercial projects, often overseeing the work of other architects.

The Challenge: Upgrading a Legacy System for a Modern Architectural Practice

Despite their reputation for modernising buildings, JRA's own IT infrastructure was outdated. Their internet connection—a single 8Mbps line—had been in place for two decades. Everything was on-premises, with no cloud adoption, running on aging desktops used as servers. For their IT team, it was a challenging and inefficient setup that was long overdue for an upgrade.

Recognising the need to bring their technology into the 21st century, JRA turned to Spitfire to develop a phased approach to modernisation that would deliver technical improvements within budget.

Spitfire's Solution: Phased Connectivity Enhancements

Spitfire worked with JRA to devise a multi-stage strategy to gradually upgrade JRA's connectivity infrastructure.



Back in 2012 when Spitfire and JRA first engaged, the first step was replacing the legacy 8Mbps line with a business class resilient 10Mbps copper ethernet circuit as primary and an ADSL back-up that fit within their budget while laying the groundwork for future improvements. In 2014 the primary circuit was upgraded to a 100 Mbps dedicated fibre ethernet circuit and the backup circuit to a 15 Mbps copper ethernet circuit.

In 2018, Spitfire upgraded the primary to a 1 Gbps dedicated fibre ethernet circuit and then in 2022 the backup was upgraded to a 100 Mbps dedicated fibre ethernet circuit. Today, JRA's primary internet line is peaking at close to maximum capacity, with a roadmap in place to implement a new dedicated fibre circuit from Spitfire at 10 Gbps in due course.

Dependability that Drives Productivity

For JRA, the impact of these upgrades has been profound. James Martin, IT Manager, explains,

"I don't have to talk to anyone about Spitfire very much—because it just works. If nobody is calling me to complain, that's great."

Internet issues are virtually non-existent, and any connectivity problems reported tend to be from remote workers struggling with their home networks, rather than issues with Spitfire's infrastructure.



Innovative • Flexible • Reliable • Supportive • Cost Effective



Over the decade-long partnership, JRA has experienced only a handful of large-scale outages—an expected reality in any business. In each case, the backup line kicked in seamlessly, ensuring minimal disruption.

A Trusted Partner for Telephony Transformation

Beyond internet connectivity, JRA also relied on Spitfire for a crucial telephony overhaul. Their previous provider had locked them into an inflexible seven-year contract with a rigid SIP solution that no longer served their needs. The moment they saw an opportunity to exit, they turned to Spitfire for a better alternative.

Spitfire conducted a thorough audit of JRA's existing infrastructure, providing clear, practical recommendations that aligned with their business requirements. The transition to Spitfire's SIP solution was planned meticulously to minimise downtime, with JRA expecting half a day of disruption. However, thanks to Spitfire's efficiency, the actual switch took just ten minutes.

"Our receptionist was really concerned about the change, but for her, nothing actually changed—it was completely seamless," James recalls.

"That's the kind of reliability you want when handling large contracts. When clients call, they need to get through. With Spitfire, they always do."

For JRA, Spitfire is a trusted partner. Having worked with various IT service providers over the years, James highlights Spitfire as the best experience he's had, both in terms of implementation and ongoing support.

"Spitfire has always been straightforward, honest, and reliable. Unlike other providers who try to squeeze as much money as possible from you, Spitfire gives you what you need, when you need it. They don't try to upsell us, but they're always ready to support us when we're ready to upgrade."



Looking ahead, JRA's evolving needs—including greater cloud adoption and potential future upgrades to Microsoft Teams SIP—mean that their IT strategy will continue to develop. With Spitfire's track record of delivering exactly what they promise, JRA is confident that they have the right partner to support them every step of the way.

"From initial sales conversations to installation and long-term support, Spitfire has been exceptional. As an IT professional working remotely, I rely on connectivity more than anything. Knowing that we have Spitfire supporting us has been brilliant."

JRA's decade-long partnership with Spitfire is a testament to the value of working with a provider that prioritises reliability, integrity, and future-first solutions.

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