BELPER TECHNOLOGY LTD: STREAMLINING LOGISTICS AND CONNECTIVITY WITH SPITFIRE'S IOT SIMS

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Belper Technology Ltd is a one-stop-shop for all things IT– whether it's CCTV, networking, alarms, projectors, internet access, or SIM card solutions. With customers across a range of sectors, they specialise in delivering complete, tailored IT support and solutions. But when one of their logistics clients needed a more reliable proof-of-delivery (POD) system, Belper faced a connectivity and billing headache.
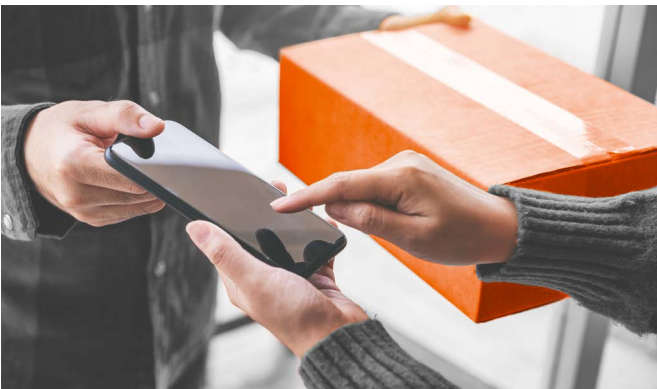
Adam Davis, Account Manager & IT Engineer, Belper Technology

The Challenge:
Unreliable SIMs and unmanageable billing

The project required handheld PDAs for delivery drivers, enabling them to capture signatures and photos to confirm successful deliveries.

The existing connectivity solution wasn't holding up. Using a patchwork of major network providers and consumer SIMs, Belper was managing 17 different SIM cards across multiple networks, each with its own billing cycle and usage plan. Signal coverage varied dramatically depending on location, and the cost tracking was near-impossible.

"Billing got horrendously messy," Adam Davis, Account Manager and IT Engineer at Belper explains:

"17 SIMs, 17 PDAs, all in different plans, billed at different times of the month. It was difficult to track usage, manage costs, or get a clear picture of what was actually going on."

Spitfire's Solution: A smarter SIM setup

Belper originally approached Spitfire for support with a telephony tender, but quickly discovered that Spitfire's IoT SIM offering could be the perfect fit for their POD challenge. Working together, they deployed Spitfire SIMs into the logistics client's handheld terminals, with plans to scale the deployment further as the project grows.

The Spitfire IoT SIMs offered immediate benefits: consistent coverage, simplified account management, and crucially, a single point of billing and usage monitoring via the Spitfire customer portal.

"Now we can see every SIM in one interface. We know who's using what, and if someone is using far more or less data than expected, we can act. There's no guesswork anymore."

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The improved reliability has had a measurable impact.

"Since the Spitfire SIMs went in, we haven't had a single call about dropped signals. We were using multiple networks just to try and cover dead zones, and now, it just works."

The Outcome: Time saved and visibility gained

For Belper and their logistics customer, the benefits of Spitfire's solution are clear. Drivers spend less time troubleshooting signal issues and more time delivering goods. The support team spends less time fielding calls or managing disconnected data plans. And for the business, there's a new level of control over data usage and cost. Adam noted:

"It's not just our time saved, it's the drivers' time too. They can finish their deliveries faster, and customers get the confirmation they need. It's a win-win."
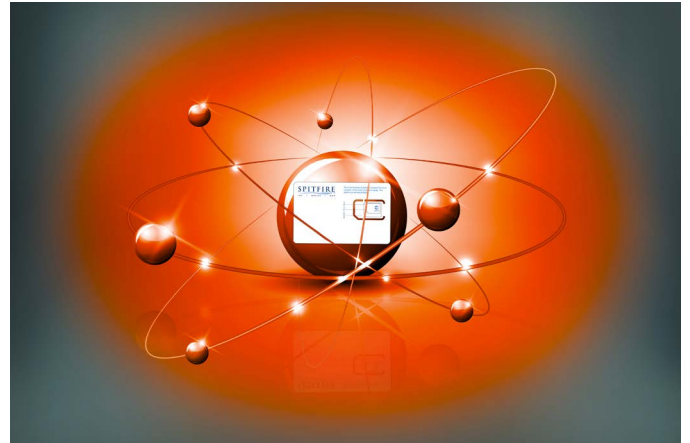
A strong partnership

Belper Technology sees the potential to use Spitfire's SIMs in other areas too. From backup 4G routers to minutes-based intercom systems in offices, the flexibility and reliability of Spitfire's services are opening new doors.

And as for the partnership with Spitfire, Adam says:

"Our relationship with Spitfire has been spot on. They're always available when we need them. We had one support issue, and it was resolved within minutes. We wouldn't change a thing."

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