

MODERNISING LIFT EMERGENCY COMMUNICATIONS WITH SPITFIRE

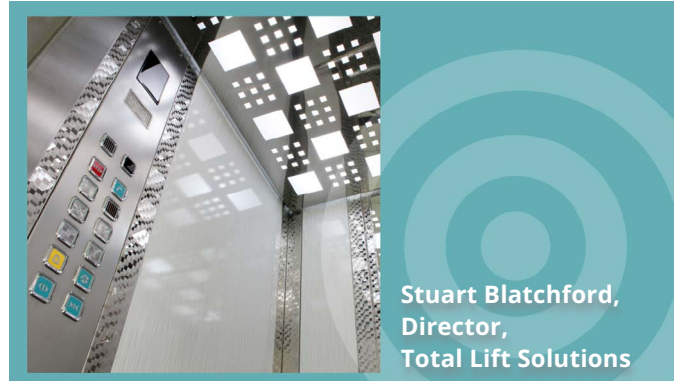
TOTAL LIFT SOLUTIONS

Total Lift Solutions Ltd is a trusted provider of lift installation, modernisation, and maintenance services, supporting customers across the UK. As a business, safety and reliability are at the core of everything they do. Every lift installation must comply with strict regulations, and one of the most critical requirements is ensuring that passengers have a dependable way to contact help in an emergency.

With the nationwide phase-out of the UK's PSTN network underway, the company faced a growing challenge. Hundreds of analogue phone lines powering emergency autodiallers would soon be obsolete, and upgrading those systems without disruption became a priority.

Meeting new demands for emergency communication

For decades, lift emergency phones have relied on fixed analogue lines. Now, with networks moving to all-digital infrastructure, Total Lift Solutions needed a modern alternative, one that would work seamlessly with Safeline autodiallers, comply with EN81-28 safety standards, and perform reliably in some of the toughest environments.



Stuart Blatchford,
Director,
Total Lift Solutions

Coverage was one of the biggest considerations. Emergency calls needed to connect instantly, even inside deep shafts and concrete-heavy structures where signal strength can be unpredictable. Installation also had to be as smooth as possible. With hundreds of sites under management, the company needed a solution engineers could deploy quickly without delaying modernisation projects.

Remote visibility was just as important. For a growing business managing 170 lift units, being able to monitor SIM performance centrally and resolve potential issues before they became service failures was essential.

A simpler, smarter approach with Spitfire

Total Lift Solutions selected Spitfire's Lift SIM Bundle to provide secure, high-coverage 4G VoLTE connectivity designed specifically for lift environments. Stuart Blatchford, Director at Total Lift Solutions, explains:

"We buy SIM cards because every lift needs a phone line for its emergency telephone system. With the PSTN switch-off, a lot of the older autodiallers are analogue, so you need a GEO SIM to make them work. We looked at lots of options, but Spitfire won us over when they told us their SIMs were a fraction of the cost we'd been paying."



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Engineers now receive pre-activated SIMs ready to install, cutting out unnecessary setup steps and making deployments faster. The SIMs integrate seamlessly with Safeline autodiallers: once installed, the emergency numbers are programmed, and the line is ready to go. Stuart adds:

“The install process is really simple. We fit the GEO SIM into the autodialler, program the emergency numbers for our office, and it works straight away. If someone gets trapped in a lift, they press the alarm button, the SIM activates the line, and they can speak directly to us.”

Behind the scenes, Spitfire’s real-time management portal gives Total Lift Solutions visibility across its deployed SIMs, allowing the team to confirm status, check connectivity, and act on any issues before they affect passengers. For environments where downtime isn’t an option, that visibility provides reassurance.

Reliable coverage, lower costs

Even with lifts installed in challenging locations, Spitfire’s 97% UK coverage and deep in-building penetration have ensured calls connect quickly and reliably. For Stuart, that reliability has been critical:



“Some of these sites are in difficult spots, but we’ve had no problems so far. The SIMs go in, we test them, and they work straight away. It just does exactly what we need it to do.”

The move has also delivered significant cost savings. “We were paying about £120 a year for each SIM with our old provider,” Stuart explains. “Spitfire’s pricing came in at around £20 per year. When you multiply that across hundreds of units, it makes a huge difference.”

Ready for what comes next

Total Lift Solutions has already migrated multiple customer sites to Spitfire’s Lift SIM Bundle and plans to roll out more as existing contracts expire. With the PSTN switch-off accelerating, the company now has a modern, compliant, and future-proof solution for emergency communications.

“It’s worked really well so far,” Stuart says. “For us, it’s a simple solution that just works.”

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