

BROWN SIMCOCKS & ANDREWS (UK) LLP: A 30-YEAR RELATIONSHIP BUILT ON RELIABILITY AND SERVICE

BROWN SIMCOCKS & ANDREWS

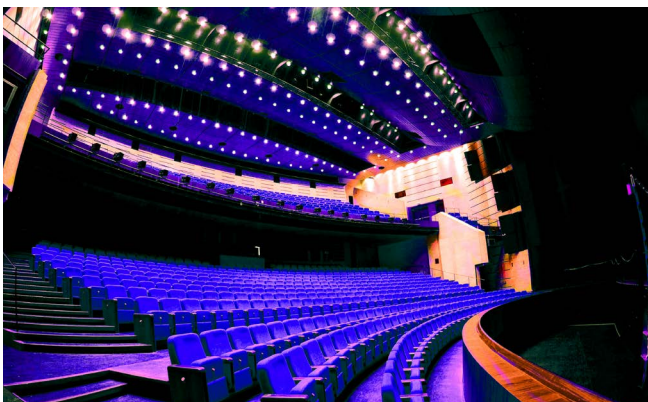
Brown, Simcocks & Andrews is a London-based talent agency representing actors, writers and creatives across film, television and theatre. The agency handles a constant flow of communication and data – coordinating auditions, reviewing self-tapes and maintaining contact with clients and production partners.

The Challenge

As the casting process moved increasingly online, Brown, Simcocks & Andrews needed connectivity that could support multiple high-bandwidth uploads, streaming and voice calls simultaneously.

Partner Kelly Andrews had first used Spitfire's services while working with another agency in the late 1990s. When she joined Brown, Simcocks & Andrews in 2004, she didn't hesitate to bring Spitfire on board again. Kelly Andrews explains:

"I'd used Spitfire at my previous company, and when I became a partner in 2004, they were the first people I called."



Kelly Andrews,
Partner,
Brown, Simcocks
& Andrews

The Solution

Spitfire provides Brown, Simcocks & Andrews with a resilient business-grade Fibre to the Cabinet broadband internet connection and a fully managed Spitfire Hosted Telephone system that supports the agency's daily operations.

The setup keeps agents, clients and production companies connected, enabling uninterrupted calls, fast file transfers and reliable remote access. Kelly expands:

"It doesn't matter where I am, Spitfire has always delivered. I honestly can't remember an unplanned day of downtime"

As the agency has evolved, operating between offices and home setups, Spitfire has continued to deliver consistent service and proactive account management.

Personal service, professional support

For Brown Simcocks & Andrews, reliability and service go hand in hand.

Having a named account manager who understands the business and responds quickly has been central to maintaining trust over nearly three decades.



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"I know I'm a small account, but nobody has ever made me feel that way. My account manager is helpful, proactive and genuinely present in every conversation. It's old-fashioned customer service, and that matters."

Supporting work beyond the office

Outside of the agency, Kelly also uses Spitfire for her home connectivity.

"At home I once tried another provider, and the difference was night and day. Bandwidth kept dropping, streaming was impossible, and meetings were disrupted. I went straight back to Spitfire, and I've stayed there ever since."

Whether for professional use or personal reliability, Spitfire's performance has remained consistently strong across every location.

Connectivity that keeps business moving

From remote auditions and virtual meetings to large self-tape uploads, Brown, Simcocks & Andrews depends on Spitfire to keep its operations running smoothly.



On busy Monday mornings, when potentially hundreds of self-tape auditions are sent to production teams, the agency knows its connection will perform without hesitation.

"The last thing I want is to think, 'Please let the internet be working today.' With Spitfire, that thought never crosses my mind."

A decades-long partnership

Nearly thirty years on, across business and home, Kelly Andrews continues to choose Spitfire for the same reasons she always has: reliability and service that never fails.

Kelly Andrews concludes:

"It's two things – bullet-proof internet service, and unparalleled customer service. That's why I've stayed with Spitfire for almost thirty years."



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