WREST PARK LTD TRUST SPITFIRE TO DELIVER

WREST PARK

Wrest Park Ltd provides serviced office accommodation for clients at five locations, including its original and largest Wrest Park site in Bedfordshire. WPL is part of a larger group that offers business services including third-party logistics to customers.

Five years ago, Bob Sampson, Head of IT for WPL, wanted to deploy fibre leased lines for data connectivity at each site. "We offer a premium service at competitive prices for our clients and that includes internet connection. We want to provide the very best internet connectivity available and that has to be dedicated leased lines with no contention issues for maximum bandwidth. This avoids issues where clients want to install their own connectivity and the logistics of allowing multiple ISPs continual access to our comms rooms, with all the security issues that arise."

Bob invited eight comms providers to tender for the contract, including Spitfire. "I have known Spitfire for 15 years and have always found their service to be exemplary." Spitfire is one of a very few specialist business only ISPs, focusing on the needs of their customers with business class ISP services.

"Unfortunately Spitfire's bid, whilst competitive, wasn't the cheapest and to be fair to the lowest bidder we went with them, but it proved to be a difficult relationship with less than ideal service. So once the contracts came for renewal, we repeated the tendering process and this time Spitfire's bid was so close to the

Bob Sampson
Head of IT
Wrest Park Ltd

lowest, given the known level of support, we went with them", states Bob.

Spitfire strives to provide business class QoS levels and SLAs, unavailable from ISPs catering mainly for the domestic consumer market. This is the key differentiator for Spitfire's ISP services and the reason why so many business customers trust Spitfire to deliver their network connectivity.

For WPL Spitfire installed gigabyte fibre bearer circuits which now provide up to 500Mb bandwidth to the five WPL serviced office sites. "Connectivity is now a major selling point for tenants", Bob explains. "We let offices on a monthly contract, but many of our clients have been with us at our original Wrest Park site since it opened seven years ago. These include health service agencies and financial service companies and for them internet connection is critical."

In terms of reliability Bob has been pleased with Spitfire's service. "I calculate that in the years with Spitfire we have had less than four hours' downtime across sites, which is negligible. Spitfire's fibre leased lines are very stable and reliable. But Spitfire also provide a VDSL backup failover should the leased line suffer an outage."

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Regarding support Bob has only praise for Spitfire. "The level of support you get from Spitfire, both from the account manager and the service team is brilliant, they really look after you." Bob says he also appreciates the personalised service. "When you call, people know your name and are really helpful. If I need something to happen quickly, I know Spitfire will get it done. It's a very good supportive partnership based on teamwork – we're on the same side."

Spitfire recognises the special needs of the business community with business class SLAs that emphasise fast fault response and sophisticated on-line fault tracking, backed with a 'Keep-Customer-Informed' policy.

As well as using Spitfire for WPL sites, Bob now uses Spitfire for other businesses in the group. "We use Spitfire for our logistics division which is a mission-critical requirement. We even use Spitfire for the personal internet connectivity of senior staff, including my own", Bob confirms.

Spitfire believes that reliability based on technical competence is incredibly important, and invests heavily in training all of its customer support technicians and sales people in IP Engineering. The firm aims to operate at the highest standards and provide a quality management system which complies with the requirements of ISO 9001:2015

for the sales, installation and support of integrated telecommunications and internet solutions.

Summing up, Bob says, "Providing premium quality internet connectivity, both in terms of bandwidth and the quality of service is a major operating cost for us, but it's key to our service offering for clients. We trust provision of that service to Spitfire because I know they will deliver and it's one less thing to worry about."

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