

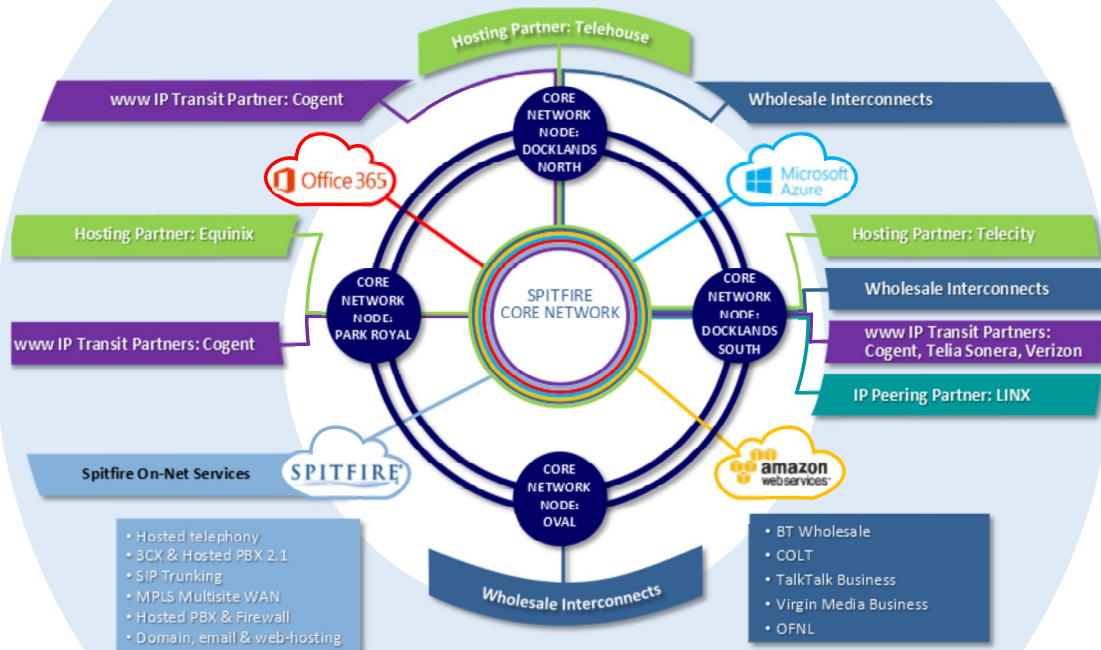


## Spitfire Overview

Spitfire have been providing telecoms and IP engineering solutions for over 30 years. The combination of competitive pricing and end-to-end managed solutions has driven the company to become a market leading, innovative and award winning service provider.

### Spitfire's Network

Spitfire has invested significantly in expanding our core network into a resilient multi-node fibre ring. This consists of four network nodes with multi-vendor equipment and wholesale carrier partners, offering market leading SLAs and uptime targets to our customers. This expansion also incorporates CloudConnect which provides fast, secure and consistent bandwidth to Amazon Web Services, Microsoft Azure, Office 365 & other leading cloud services.



## Key Products

Spitfire is a leader as an Internet, Telecoms and SIP provider. Delivering end-to-end, high quality and flexible solutions.

We have one of the broadest product portfolios and scope for deployment anywhere within the UK.

This means that we are able to tailor the right solution to each customer's specific requirements.

### BUSINESS INTERNET AND DATA

- Full range of broadband products
- Ethernet circuits from 2Mb to 10Gb
- Backup circuit termination on to multi-core network nodes
- Multiple-carrier resilient connectivity options

### VOICE TELECOMMUNICATIONS

- SIP Trunking and business VoIP
- Award Winning cloud & hosted telephony including 3CX Cloud & Hosted PBX 2.1
- MiFID II complaint call recording
- Analogue and ISDN lines
- Mobile
- Cost effective telephone calls

### IP ENGINEERING SOLUTIONS

- MPLS & Cloud data networking
- IPsec VPN
- Hosted Firewalls
- Quality of Service
- Multi-site WAN solutions
- Network monitoring

### SUPPORT SOLUTIONS

- Industry leading SLAs
- 15 second call answering and first contact resolutions
- Award winning London based support team
- Customer portal and online ordering
- Project Management

## How Spitfire stand out

- **Price** – being a market leader in both voice and data means Spitfire can offer quality solutions at competitive prices.
- **Account Management** – every account manager receives extensive technical training, including CCENT & CCNA qualifications, helping to provide the best solution for each business.
- **Support** – industry leading SLAs, technically trained support staff and fast response times leave our customers safe in the knowledge that keeping their business connected is our number one priority.
- **Tailored Solutions** – each and every customer is different. By taking the time to understand your business, we will find and specify the correct solution for you now and into the future.

**SPITFIRE**<sup>®</sup>  
VOICE • INTERNET • WAN

