

## Spitfire Partner Service

*Ostriches and zebras share a collaborative relationship that is based on each other's strengths. Together, they form a unique partnership that allows them to thrive and ultimately become more resilient.*



## Why become a Spitfire Partner?

As one of the UK's leading business Internet and telecom providers, our Partner Service offers customers access to the UK's widest range of Internet and telephony services.

Since we formed our Partner Service in 2001, we have helped our partners grow their businesses by delivering high-quality services to their customers, with expert technical support and training in new technology transitions.

Over 500 IT and telecoms companies have chosen to partner with us, and our peers have recognised us with numerous awards at the Comms National Awards for both Internet Service Provider and IP Telephony.



Together with our partners, Spitfire now provide services to more than 5000 UK businesses.

## Spitfire's Partner Service

Our partners appreciate and value our service offerings for many different reasons. Depending on both the nature of their business and the client base that they cater for, we have successfully helped grow their product portfolio and revenues.



### Service

**At Spitfire we strive to offer exceptional customer support, providing you with Technicians who are professionally trained to solve faults - not to read from scripts.**

On average, calls are answered within 6 seconds, with 80% of cases being resolved by the Technician who answered the call.

Spitfire will provide your engineers and sales teams with technical and commercial training on all our products and services. We run free, practical training courses on 3CX, SIP Communicator™ (Spitfire's award-winning hosted phone system), as well as dedicated training on avoiding telephony fraud and more.

**“As a dedicated business ISP, Spitfire is big enough to provide the range of services and support our customers need, but not so big that it's impersonal. We have a great relationship with our account manager and are very pleased we chose to partner with Spitfire for our ISP.”**

*Kas Franks - Director at Blue Diamond IT*

### Partnership

**We provide our partners with a dedicated account manager, from either the London or Midlands Offices depending on your location, to ensure that we provide the best solution for you and your customers. Spitfire's Account Managers are all Cisco Certified, and utilise their technical knowledge to assist with pre-sales, enquiries, demos and even on-site meetings in support of you.**

We've years of experience in assisting IT companies provide internet services, with particular success in systems such as VoIP (whether on-site, hosted or cloud based services).

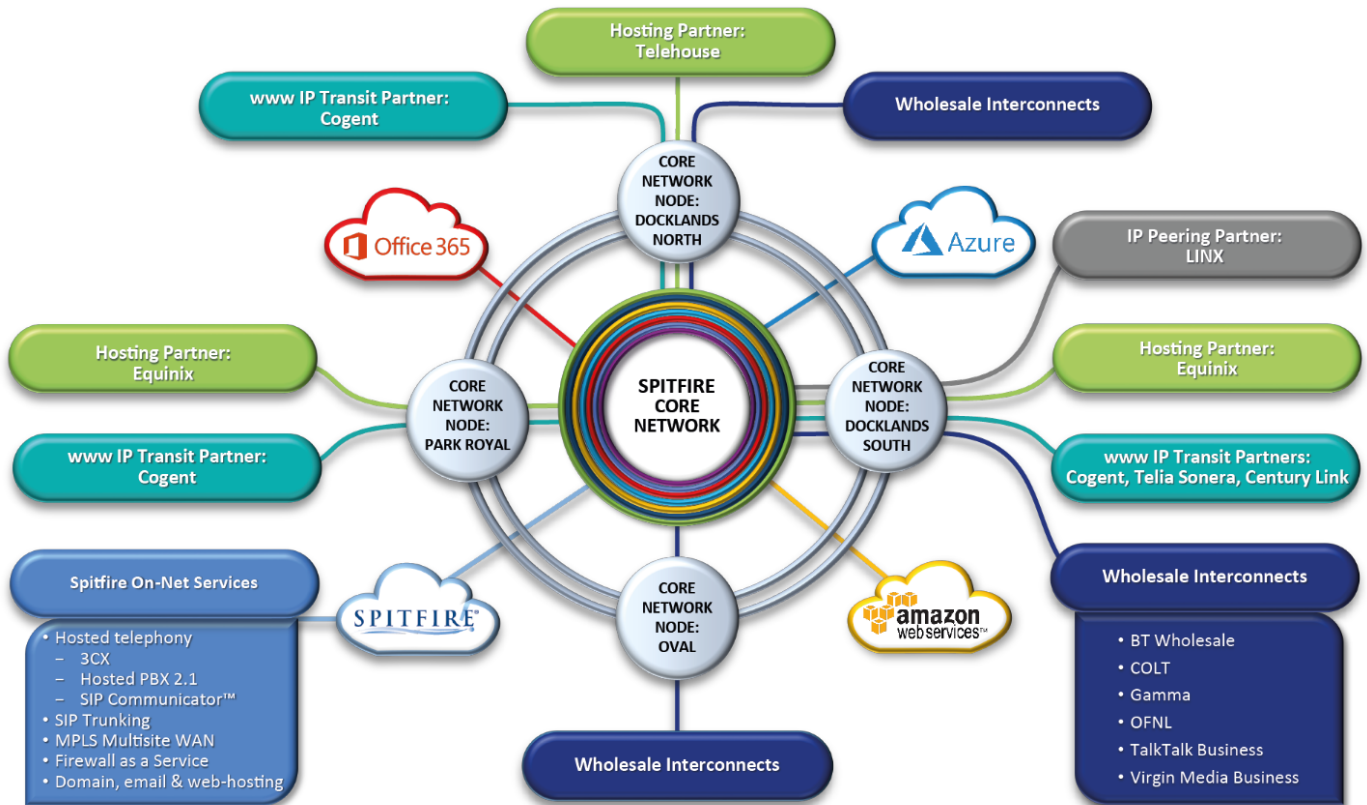
We believe that the higher the quality of our work, the more demand it will create, so when partnering with us there are no monthly quotas, no demands for exclusivity and no annual fees. In addition to these benefits, the generous commission we offer will make it worth your while.

### Products

**Spitfire offers a unique range of internet, telephony and IP engineering solutions that are designed to meet your (and your customers') needs. When partnering with us, you will be able to introduce your customers to a broader range of services, ensuring increased loyalty to your company.**

Having won awards for our telecomms and ISP services, you can rest assured knowing that we are the best in the business.

## Key services provided by Spitfire



### Spitfire Core Network:

- Resilient core network ring with 24/7 monitoring.
- Multiple network nodes for resilience and connectivity to leading UK data centres.
- Interconnects to multiple wholesale circuit and transit providers.
- Directly connected to LINX for minimum latency to leading UK content providers and ISPs.
- Uses two leading vendors for all core network switching and routing to maximise resilience.

**“Over the years, we have dealt with numerous ISPs who have promised a great deal but delivered very little. Then we discovered Spitfire who completely changed our opinion on the ISP industry.”**

*Brad Flack - Director at Certus Technologies Ltd*

***Ostriches and zebras seamlessly work together using each other's senses of sight, smell and sound to create a valuable partnership.***



**“I have personally dealt with Spitfire since October 2002 as a reseller of Spitfire services. In all that time I have found them to be a highly professional organisation that provides outstanding services backed by excellent support and account management. I have 12 technical staff who all consider Spitfire to be the best and most helpful ISP of the 15 or so that we have dealt with”**

*Paul Wickens - Director at Renaissance Computer Services Ltd*

### Resilient solutions:

- Free of charge or heavily discounted back up IP circuits for all business customers.
- Back up circuits use separate wholesale networks where available.
- Diverse Routing available on Ethernet circuits, providing complete resilience protecting against circuit, exchange or data node failure.
- All SIP solutions use dedicated IP circuits for end to end QoS.
- Resilient SIP trunks with failover to alternative telephone numbers.

### Support:

- London based support technicians who are all highly trained and CCENT or CCNA qualified.
- Support technicians provide efficient service with a six second average response time and 80% of faults resolved by the first technician you speak to.

- Service Level Agreement for all products, escalations outside of SLA are automatic and closely monitored.
- Routers replaced by 10am next day or within 4 working hours within the M25.
- On-line fault tracking with updates at least every 4 hours.

### Online billing and partner portal:

- Clear, simple billing system with full online access.
- Partner portal provides centralised records for all your customers including new order updates, circuit & fault details.
- Web-ordering allows quotes and orders to be created online for maximum convenience.

## Spitfire Partnership

**In addition to the immediate financial returns that you will gain from recommending our services, partnering with Spitfire will remove the headaches that a poorly performing ISP or telecoms provider creates and ultimately improve customer service and fault response times.**

Our industry leading products combined with our ability to leverage innovations and improvements in technology and networks mean that you will be able to offer your customer the best solutions for their business. This will improve customer relationships and protect your company's reputation.

**If you are an IT or telecoms company determined to deliver the best solutions to your clients, speak to us about our full range of partner services.**

**London: 020 7501 3150**

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 Spitfire Network Services Ltd:  
Training TechTalks

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