

Northern Star

Spitfire simplifies communications for Northern Star

The Challenge

Northern Star provides outsourced IT services for businesses in the SME sector. Recently the company relocated to Twickenham in southwest London and as part of the move decided to upgrade its IT infrastructure to provide a single network for both voice and data. As an Authorised Partner of Spitfire, a leading voice and Internet solution provider, Northern Star consulted with them to determine which telephony solution would best meet the company's needs.

The Solution

As Northern Star's key requirement was for a single integrated network which could be used for both voice and data communications, Spitfire recommended the new Avaya Quick Edition, which is a Voice over Internet Protocol (VoIP) phone system. An added advantage is that Quick Edition contains all of the system intelligence in its handsets, so no central cabinet unit is required. It's a 'plug and play' installation, with handsets automatically configuring themselves when connected to the network.

Avaya Quick Edition delivers peer-to-peer connections for users across the data network, and as well as all the usual phone system features it also provides full voicemail facilities including email attachment, calling logging and auto-attendant functionality. This makes Quick Edition ideal for small businesses and small branch offices that require an intelligent communications solution, yet one which is simple to support and maintain.

The distributed nature of peer-to-peer technology means that there is no central phone system to go wrong, and even in the unlikely event of a handset failure the others continue to operate. The Quick Edition phones also automatically back-up one another's voicemail boxes, so there is never any possibility of messages being lost.

Northern Star also uses Spitfire's ISP and billing services, which provide one clear, consolidated bill for all communications, including landlines and Internet services.

As well as dramatically simplifying Northern Star's communications infrastructure, the solution also allows the company's two home teleworkers to use the phone system via the company's virtual private network (VPN). This gives them the ability to call the office without incurring network charges and also means that any outbound calls which they make can be billed to the company account, so there is no need to claim for home phone usage.

The Benefits

Fraser Bell, Managing Director of Northern Star, commented,

"We've been very pleased with the service we've received from

Spitfire. For us and any small business this system is ideal. It requires no complex installation and is up and running on a LAN in minutes. We have had no problems running the voice telephony over our LAN and the line quality is excellent. With Quick Edition you get big system functions for comparatively little outlay. I wouldn't hesitate to recommend it to our clients."



SPITFIRE®
VOICE • INTERNET • DATA

6-7 SBBC, Ponton Road, London SW8 5BL
020 7501 3000 • info@spitfire.co.uk • www.spitfire.co.uk

Innovative • Flexible • Reliable • Supportive