Case Study

City Executive Centres Ltd

# Spitfire services City Executive Centres comms needs

## The Challenge

City Executive Centres Ltd is a leading provider of flexible office space, with 15 locations extending from Brighton to Edinburgh. The logistics involved in maintaining telecoms capability for all of these centres is significant, so the company wanted one national supplier with the skill to project manage its entire telecoms infrastructure.

CEC appointed Spitfire, a leading voice and data solution provider, for this mission-critical support function. Spitfire supply a comprehensive service which covers everything from the design and implementation of a telephony and data communications network, right through to the provision of line rental and call billing, all supported by complete after sales technical support and customer service.

## The Solution

As contracts come up for renewal at individual centres, or if the company opens a new centre, Spitfire carries out an initial site communications survey and makes recommendations on the best solution for that location. Spitfire then provides phone lines, Internet access and mobile phone contracts, as well as supplying and maintaining City Executive Centres' Avaya IP Office phone systems.

Spitfire are an Avaya Gold Accredited solutions partner, a status which reflects their competence to supply and maintain Avaya's telephony solutions range, including phone systems, handsets and other peripherals. The Avaya IP Office is an all-in-one solution with a comprehensive set of telephony features designed for businesses with two to 360 extensions, making it an ideal solution for City Executive Centres. Built on Avaya's latest advancements in converged voice and data technology, the IP Office can be used as a voice solution which employs IP technology, more traditional telephony, or a combination of both. CEC selected the Avaya IP Office based on its reliability, and because of its ease-of-use for their clients.

As part of the overall service offering, City Executive Centres also use Spitfire for consolidated call and Internet billing. Spitfire's advanced billing system provides customers with one bill covering all communications, including landlines, mobiles and Internet. Bills can be customised to show vital information such as breakdown by site and number, destination reporting and so on. With the ability to provide a high level of clarity, Spitfire's advanced billing system means that customers can monitor and control communication costs easily.

## The Benefits

***"Using Spitfire has made management of our centres a lot simpler. In terms of customer service our individual business centre managers can go to Spitfire direct which makes life easier. If there are better rates available for phone lines, mobile contracts or Internet provision, Spitfire tell me, so I always know we're getting their best possible deal. There has always been good continuity of contact and it's a cliché but it's true to say that Spitfire are big enough to have the resources to support us, but small enough to care!"***

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