

# A SEAMLESS OFFICE MOVE AND VOIP TRANSITION WITH SPITFIRE

## AVANTI ARCHITECTS

***Established in 1981, Avanti Architects is a London-based architecture firm specialising in public sector projects, including hospitals, schools, and heritage restorations. Like many businesses adapting to evolving digital needs, Avanti's reliance on high-speed connectivity and reliable communication tools became increasingly more important, especially as remote and hybrid working patterns continued post-pandemic.***

In late 2022, Avanti relocated from City Road, London, to a new office closer to Old Street. The move presented an immediate connectivity challenge: their existing landline could not be transferred, necessitating a new connectivity solution.

Avanti was introduced to Spitfire through another architectural firm, who were an existing Spitfire customer. With a solid understanding of the sector's unique telephony and connectivity requirements, Spitfire was well-positioned to provide the right solution.

### **The Challenge:** **Office Relocation and Connectivity Migration**

The office migration was anything but straightforward. Avanti's previous Internet Service Provider (ISP) disengaged from the process, leaving Avanti to navigate the transition largely on their own.



**Guy Michaelov,**  
Associate Director,  
Avanti Architects

With high stakes and operational pressure, they needed a provider capable of delivering a seamless, reliable solution without unnecessary complexity.

### **Spitfire's Solution:** **Straightforward, Reliable, and Efficient**

To address Avanti's immediate connectivity needs, Spitfire deployed a 1GB Leased Line, ensuring the firm had the bandwidth required to support its team's design software usage, cloud-based collaboration tools, and remote access requirements.

The leased line was chosen over lower-bandwidth alternatives, such as 100MB or 500MB connections, to future-proof operations and support flexible working arrangements.

Despite the challenges posed by the ISP's lack of cooperation, Spitfire's team — led by James — took charge of the situation. Rather than overpromising or overselling unnecessary solutions, Spitfire provided clear, honest communication and executed exactly as planned, instilling confidence in Avanti's leadership.

### **Expanding the Partnership:** **Transition to Spitfire's Hosted PBX**

After settling into their new office, Avanti decided to modernise their telephony system.

Innovative • Flexible • Reliable • Supportive • Cost Effective



In late 2023, they opted to transition to Spitfire's FireSwitch Hosted PBX 2.2, replacing their outdated telephony provider, whose rigid contractual terms had become a point of contention.

Spitfire facilitated the porting of Avanti's existing DDIs and enabled the firm to retain their familiar Yealink handsets. To ensure seamless functionality, Spitfire's team returned to upgrade handset firmware at no additional charge.

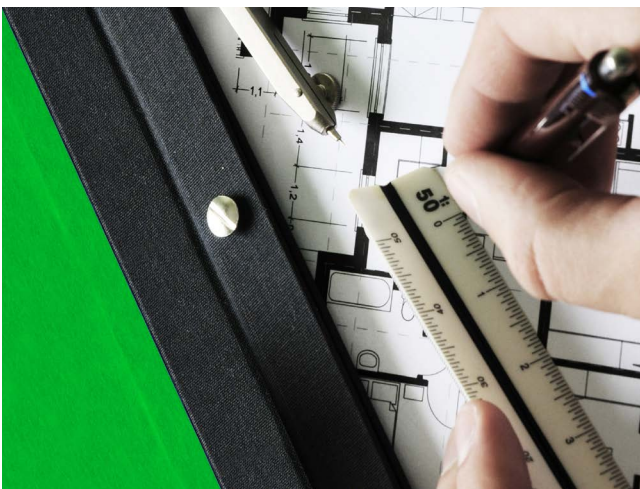
The VoIP solution provided Avanti with a more flexible and cost-effective communication system.

#### The Outcome: Reliable Service and a Trusted Partnership

With Spitfire now managing both their connectivity and telephony, Avanti has a streamlined, high-performance communication setup that aligns with their business needs. The experience of working with Spitfire has been positive, thanks to a reliable service and solutions that deliver exactly as promised.

Guy Michaelov, Associate Director, Avanti, notes:

***"Spitfire didn't try to sell us anything we didn't need. They were direct, honest, and did exactly what they said they would. That kind of reliability is invaluable."***



From overcoming the challenges of an office relocation to transitioning to a modern telephony system, Avanti Architects and Spitfire have built a strong, trusted partnership—one that continues to evolve as Avanti's needs grow.

For businesses undergoing major IT transitions, Spitfire's approach demonstrates the importance of technical expertise, clear communication, and reliability.

AVANTI  
ARCHITECTS

Innovative • Flexible • Reliable • Supportive • Cost Effective