



We spoke to Practice Engine's CEO, Mike Francis, to find out about his firm's relationship with Hosted Desktop UK.

Practice Engine is a major supplier of practice management systems to 10 partner plus firms in UK, Ireland & USA. In 2011, Practice Engine were voted top in the practice management section of the ICAEW IT in Practices Survey.

"We have been offering practice management systems to accountancy firms since 1996 and we use technology to help our clients achieve their business objectives. In 2013, in addition to our other methods of deployment, we are offering the only genuinely thin client practice management system for use in web browsers. The web driven application is very suited to the hosted environment and a number of our clients wanted to go down this route."

The Situation

We have partnered with Hosted Desktop UK for the past two years and we are working with them to facilitate our product offering as it means our clients will be able to access their web based practice management application from anywhere in the world (so long as an internet connection is available).

The system we are offering, with the support of Hosted Desktop UK, means it doesn't need to be underpinned by a terminal server. This in turn means we are able to offer a very quick and efficient system, and it is also a green application compared to alternative methods.

HDUK PARTNER CASE STUDY



NUMBER OF CLIENTS/FIRMS

9



NUMBER OF USERS

165



COUNTRIES DEPLOYING TO

2

UK & Cyprus



SECTORS / MARKETS
OPERATING IN

Finance

Accountancy, Pension Provision



MAIN APPLICATIONS

IIS & SQL

to provide our own PE

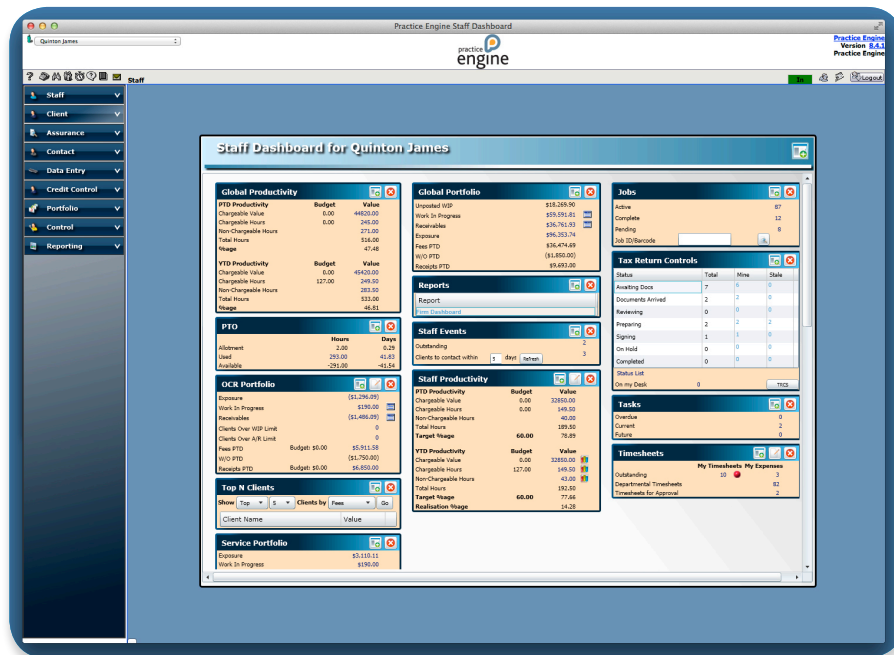


Hosted Desktop UK
Your office - anywhere

The Solution

We have been doing software as a service for over ten years and we like the stability Hosted Desktop UK provides as they 'get' the profession - they have operated in the same industry for a number of years so they totally understand our needs and this gives us great confidence. I have a personal relationship with Steve Thorns, one of the Directors, and I feel very comfortable and reassured on that level.

We also do a lot of online demonstrations with prospective clients from all over the world and this is hosted by Hosted Desktop UK and we have had pretty much a 100 per cent sign-up rate when we have gone down this route, which again says a lot about the service offered by the team at Hosted Desktop UK.



HDUK PARTNER CASE STUDY



SUMMARY OF BENEFITS

- Anywhere access for our clients ✓
- Quick and efficient system ✓
- Stability ✓
- Experience in finance sector ✓
- Outstanding support ✓
- It just works ✓

Service is key

We have always had a great experience with Adam and his team, both in terms of aiding and supporting what we do and the service we offer our clients and it is fair to say we are satisfied with the overall customer experience.

“Probably the biggest compliment we can give Hosted Desktop UK is that we seldom need to contact them, which in turn means that our clients very rarely call us with problems, which, by inference means we never really have any issues with the service being provided by Adam and his team.”