We spoke to Ian Smith of Ryecroft Glenton Chartered Accountants.

Ryecroft Glenton Chartered Accountants

Ryecroft Glenton is a well established accountancy practice with four offices in the North East. The company has 100 staff and, in addition to all the services you would expect from an accountancy firm, the organisation has several specialist departments such as tax planning and corporate finance advising clients in all professions and industries, but with sector specific knowledge in law firms, agricultural, charity and recruitment sectors.

The Situation

Proud to be a traditional firm with an ethos firmly centred on client service, Ryecroft Glenton also appreciates the need to 'move with the times' and two years ago, the firm elected to investigate hosted solutions.

We spoke to Ian Smith to find out more about his experiences, the benefits of offering this service and what it's like working with Hosted Desktop UK.

"We decided to start exploring hosted for a few reasons – firstly, due to market forces and secondly, because some of the more IT literate partners in the firm recognised its merits. We trialled hosted around two years ago, through another provider, with a client that had an office in London. We recognised hosted services would be particularly beneficial for firms with offices or workers over multiple sites as this is when communication and interaction can be more problematic unless you have some kind of hosted system available.

NUMBER OF CLIENTS/FIRMS

4

NUMBER OF USERS

20

COUNTRIES DEPLOYING TO

UK

SECTORS / MARKETS OPERATING IN

Accountancy, Property, Steel, Manufacturing

MAIN APPLICATIONS

Sage Line 50 Accounting & Payroll

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Your office - anywhere

The Solution

Our 'experiment' proved that hosting was a good solution, but we soon realised that it needed to be with the right provider, products and software.

I already knew of Hosted Desktop UK - I had heard one of their directors talk at a conference and an associate of mine was already using them and told me he had a positive user experience.

The opportunity to work with Hosted Desktop UK arose when one of our multiple office clients wanted to explore hosted as a solution. They were using Sage Line 50 software and we offered to host it for them via Hosted Desktop UK.

The Result

The transfer was really smooth and easy. We experienced a quick turnaround and good communication throughout and we believe hosted offers an inexpensive alternative to traditional methods for our clients.

In addition to hosting Sage Line 50 we also offer QuickBooks and we will happily consider hosting other services through Hosted Desktop UK should clients demand this.

Overall, the client experience is a very positive one with relatively little technical input needed. One of the strong benefits is the ability to have connection to the clients data in real-time and from anywhere with an internet connection - whether they are a client working in the same area or in another part of the country, we can still access the information, which is good service for the client.

The support offered works really well for us too – larger clients will go direct to Hosted Desktop for any technical or support issues as they will have their own license, or for smaller clients they can come to us and we will manage support for them acting as their intermediary. The combination of the two support options is ideal.

We don't view offering hosted as a money-making exercise for the firm but more as an important service offering to clients, at minimal cost. We feel it gives Ryecroft Glenton a competitive advantage over other practices and hopefully this gives prospective clients a reason to choose us and our existing clients a very good reason to stay with us. They are getting a quality "real time" service and that is fundamental to us.

"For anyone considering it, I would say that the set-up process is easy, the communication quick and accurate and the product, in my opinion, just works!"

Ryecroft Glenton
Chartered Accountants

SUMMARY OF BENEFITS

Anywhere access	✔
Real time access by accountant and client	✔
Multiple office integration	✔
Cost savings	✔

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