



We spoke to Anita Nayar about her decision to partner Hosted Desktop UK, the benefits it offers to Solutions for Accounting's clients and what the future holds.

Solutions for Accounting is one of the UK's leading Sage business partners, with an office in Nottingham and another in Manchester. The company provides a range of business solutions across a multitude of industry sectors, including manufacturing, construction and retail.

"We offer comprehensive solutions for our clients and we pride ourselves of offering a service that allow our client's businesses to run smoothly and as efficiently as possible."

### The Situation

We have been offering SAGE as hosted software for a number of years but we were becoming increasingly frustrated with our current provider as our clients were frequently experiencing a lot of down time and there was very little in the way of communication or support from the hosted provider. This caused issues for us as we were acting as the go-between. We couldn't always get an answer from the supplier, and if we did, it wasn't very satisfactory which only compounded the level of frustration felt by all concerned. We felt if it was left any longer it might compromise the overall customer experience and this was something we really wanted to avoid.

We decided to search the market place to see what else was on offer and that is when we came across Hosted Desktop UK.

## HDUK PARTNER CASE STUDY



NUMBER OF CLIENTS/FIRMS

23



NUMBER OF USERS

23



COUNTRIES DEPLOYING TO

UK



SECTORS / MARKETS OPERATING IN

Accountancy



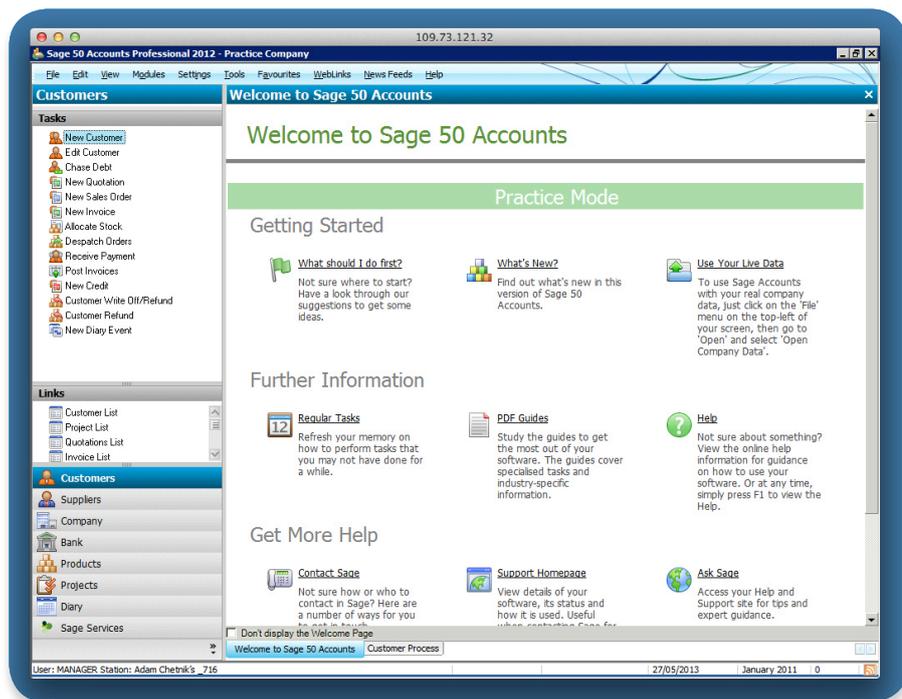
MAIN APPLICATIONS

Sage Accounts Software

## The Solution

We spoke to Adam Chetnik about what he felt Hosted Desktop UK could do for us and we liked the processes they had in place and we were also impressed with what they said they could offer us in terms of service. Admittedly, we were a little skeptical following our previous experiences with the other provider, but I am pleased to say they have exceeded our expectations and all of our clients are very happy too.

In addition to service, Hosted Desktop UK also offered a more competitive product over our original provider and they will go the extra mile to assist us. For example, I called Adam to tell him I was going to have to abandon a back-up I had already started as I had to urgently leave the office. He just said 'don't worry, you go and I will log onto your machine and finish it for you'. It is things like this that set them apart and make us feel like we are valued customers.



## HDUK PARTNER CASE STUDY



### SUMMARY OF BENEFITS

- Reliable ✓
- Excellent support ✓
- First class service ✓
- Efficient ✓

## The Result

Adam and his team are not afraid of working either side of traditional office hours with most of the back-ups or software upgrades taking place outside of normal office hours, meaning no interruption at all, which is ideal.

Also, on average, we have our queries answered within the hour - what other support desks do you know that give such a quick response?! In turn, this means our clients are kept happy which also means we are happy!

“The biggest benefit of partnering Hosted Desktop UK is that we are able to offer SAGE as a hosted software. This means that if we are helping our clients with book keeping, we can both log in and work on the same document in real time from anywhere with an internet connection. This streamlines processes and allows us all to work efficiently.

I would happily recommend Hosted Desktop UK, they are a breath of fresh air!”