



HDUK - Our Clients Pearson & Associates



“The team at Hosted Desktop UK are always calm, collected, professional, friendly and above all, responsive. They listen to our needs and we are really pleased we migrated our services to them four years ago – we simply haven’t looked back.”


Services supplied: Hosted Desktop

Pearson & Associates is a traditional accountancy firm that has been in operation since 1995. Located in Skipton, North Yorkshire, the firm has an ethos of understanding the needs and aspirations of its clients and we spoke to Alex Howarth, the owner, about why they opted for a hosted solution and about his experiences working with Hosted Desktop UK.

“Around five years ago we were reviewing the practice’s operational procedures and we decided we wanted to be able to ‘operate from anywhere’. Over the years, we have seen a steady increase in the number of people wanting to mix working from home with coming into the office so we needed to provide our staff with a workable solution that was flexible enough to accommodate both. We were aware of internet-based solutions and we approached a local provider to enquire about making the transition.”


In addition to being able to work from anywhere with an internet connection, Alex states that security was also a consideration for the accountancy firm.

“We had an internal server and although we were very thorough in terms of backing-up, it did always play on my mind that if there was a fire, we would be in a very difficult situation so a remote system, with instantaneous back-ups, seemed a very attractive proposition. ”




NUMBER OF USERS

Up to 7




NUMBER OF OFFICES

1 + Remote Users



MAIN APPLICATION

IRIS Accountancy Suite



SERVICES SUPPLIED

Hosted Desktop

"We used this provider for three years, and although it offered a solution, we were not very impressed with the level of service offered. We are a traditional accountancy practice and we place a real emphasis on customer service and therefore prefer to work with likeminded organisations. Around four years ago we decided to transfer services and Hosted Desktop UK were recommended to us by our software supplier and we are very grateful they made the introduction - right from the initial call we were impressed with the team and the superior service offered."

Alex states that the transfer from one hosted provide to another was 'hassle free'.

"If I am totally honest, I had expected the odd hick-up here and there but it was a seamless operation and one I am very glad we made. The team at Hosted Desktop UK have a knack of making everything uncomplicated and straightforward which we really like and in the four years working with Hosted Desktop UK I don't think we have ever had any issues."
