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We speak to Tim Hague of AFB Accountants and Castleton Financial Planning about what happened when the financial arm of his business experienced major server issues, and how, being left without an operating server for 18 hours led him to immediately invest in hosted IT services for both his businesses.

### The Situation


“We have been operating our accountancy business in Sherborne, Dorset for 13 years and the financial services business for seven years. Historically, we have relied on a traditional IT set-up but the weakness of operating like this was dramatically demonstrated when the server for the financial services business went down for 18 hours due to a pretty major power failure. Unfortunately, this blew the battery and unbeknown to us at the time, this also affected the other server which was being used for the accountancy business, resulting in two broken servers within a week.”

Thankfully for us, we have been regimentally performing back-ups so we knew we had our data secure but it was rather unnerving, especially as I was on holiday at the time.

We had been looking at the possibility of hosted systems in the early part of 2013 as we knew that our conventional servers (we had two operating from the same office, one for each business) were coming to the end of their lives. We had spoken to Hosted Desktop UK to talk through the migration process and the day-to-day running on a hosted system and we liked what they had to offer as it seem to tick all of the right boxes.

### The Solution

When we encountered the first server issue, which was on a Thursday, we put in a call and Hosted Desktop UK remotely performed the entire migration process so we were up and running by Monday. Frustratingly, the first server issue somehow affected the second, and




NUMBER OF USERS

**17**



NUMBER OF OFFICES

**2**



MAIN APPLICATION

**PTP & Sage**



SERVICES SUPPLIED

**Hosted Desktop**  
**Hosted Email**  
**Email Archive**  
**Backup to Site**



ACCOUNTANTS & BUSINESS ADVISERS

within a week we were also having to migrate the accountancy side of the business over to hosted - not a normal working week by any stretch!

All credit to Hosted Desktop UK as they handled the situation superbly and what could have been a very stressful period for us was dealt with in a calm manner, giving us the reassurance we needed and confidence we would be back to 'business as usual' in no time.

The aftercare and support has been brilliant, with their team on-hand to talk us through any queries, meaning the whole process has been pain free and as straightforward as it could possibly be.

Working with a hosted system has many benefits, we are really enjoying the 'working from anywhere' aspect as it means we can switch our office computers off at the end of the working day and we are still able to access all of our files remotely, should we need to. Before, if we switched off our office computers, we would not be able to log into the system which was frustrating.

**The Result**

As Hosted Desktop UK take care of all of the back-ups for us it means we can enjoy far greater security, and it also means we no longer have the hassle of remembering to take home the back-up files.

Another advantage is that our software is always up-to-date as, again, Hosted Desktop UK take care of this for us. Working this way has streamlined our IT processes and taken away the headache that can sometimes be associated with IT.

“Even though we jumped into a hosted environment sooner than we had anticipated, we are really pleased with the IT system we have now and would recommend anyone thinking about switching from tradition to hosted to go ahead and do it - we haven't looked back.”

**Summary of Benefits:**

Time saving	✓
Work from anywhere	✓
Fixed costs	✓