



HDOUK CASE STUDY: Interview with Mark Overend of Ascentis LLP



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Case Study overview

With offices in the heart of the financial district of Leeds, Ascentis is a dynamic firm of accountants, tax advisers and business development specialists that have been using Hosted Desktop UK's services for a year.

When their server came to the end of its lifespan, Ascentis decided to turn to the cloud as an alternative to buying a new one, as it offered the most cost-effective and flexible way of working. Managing Partner Mark Overend tells more:


"We initially used another provider, but in a three-month period found their service was poor and so turned to Hosted Desktop UK, who we found by being members of the 2020 group.

"We offer all staff the opportunity to work from home, and currently two do on a regular basis, making cloud the best possible option for our IT provision. We are a firm that embraces all new technology and love the flexibility a hosted desktop offers. We often visit clients for meetings and can, if required, use our laptops to access any files we may need without the need for memory sticks."




NUMBER OF USERS

5




NUMBER OF OFFICES

2 + remote access



MAIN APPLICATION

Iris



SERVICES SUPPLIED

**Hosted Desktop
Microsoft Office
Licences**



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"The flexibility for staff also means they can be productive wherever they choose to work, which we hope helps to keep them happy! We do not believe we should be tied to one office in order to access important documents and being in the cloud means we can access everything we need from anywhere with an Internet connection.

Summary of Benefits:

Flexible working	✓
Access files from anywhere	✓
Cost effective	✓
Customer service	✓

So how does Hosted Desktop UK's services differ from other providers?

"They do what they say they will, when they say they will. It's that simple. Delivering on promises and keeping everything running smoothly is what we need and they do it very well. Our previous providers had a very poor support service and left us feeling nervous about a fundamental aspect of our business. This has never been the case since we moved to Hosted Desktop."

When it comes to whether he would recommend Hosted Desktop UK's services to other businesses, Mark says:

"Yes, and we do. Their service level and responsiveness to queries is excellent. They make having a cloud-based server an enjoyable experience by ensuring it is always there for us!"