Guildhall
RESIDENTIAL LETTINGS

The benefit of being able to add new users should really come into its own as the company grows, as well as the great advantage of being able to access all company files, team calendars and tenant data remotely.

Guildhall Residential Lettings is an independent agency, operating out of offices in Preston and Stockport in the North West of England. The agency has been using Hosted Desktop UK (HDUK) since November 2013. Stockport office manager Mike Stenhouse has shared his experiences of working with HDUK and how the cloud-based system has worked for their company.

Mike joined the company with a background in IT and was tasked with updating the company's outdated system. Setting up their own traditional server would have given a number of issues, including the upfront cost, as well as ongoing charges to maintain and upgrade as the company grew. They were recommended to look at a cloud-based solution and began to thoroughly research the subject and also consult with companies who offered this service.
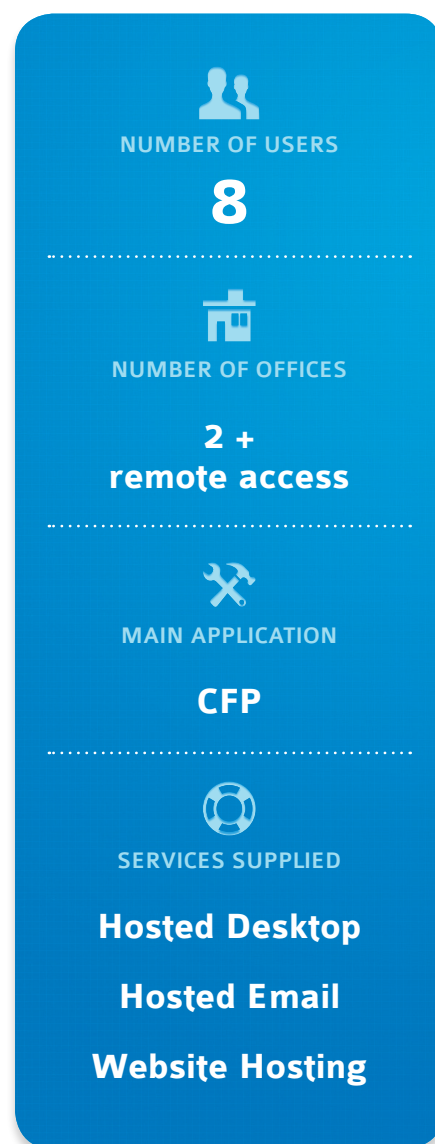
> "Few people could give us the provision we needed and after ruling out a number of companies HDUK was one of the few left in the running. Initially we were reluctant to switch due to the costs, but HDUK offered the best package at a very competitive price."

"If the company grows as rapidly as we forecast a traditional server would have been fairly quickly redundant. Using a cloud-based system seemed to offer flexibility and scalability, adding a new user is easy to do as we grow.

For new users it may take a little time getting used to the slightly different working practice, but once they are over that initial learning curve the benefits are pretty significant. Previously team members had different computer systems, with different versions of Windows, now we all have a uniform system where we can easily access shared calendars and files. This means we can streamline our business processes and staff training can be standardised. We also know that if a computer breaks down we have the data backed up."

The company operates from two offices and currently has eight users.

> "The benefit of a cloud-based system is that all we need is an internet connection and we are good to go. We can use it remotely and access all data from any location."

NUMBER OF USERS

8

NUMBER OF OFFICES

**2 +
remote access**

MAIN APPLICATION

CFP

SERVICES SUPPLIED

Hosted Desktop

Hosted Email

Website Hosting

hd **Hosted Desktop UK**
Your office - anywhere

Telephone: 020 3239 6181   Email: contact@hosteddesktopuk.co.uk   www.hosteddesktopuk.co.uk
Unit 24 Basepoint Business Centre, Yeoford Way, Marsh Barton Trading Estate, EXETER. EX2 8LB

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"This means the team can leave the office at close of play and work from home. If there is ever an out-of-hours problem an 'on-call' member of the team can pick this up, eliminating the need for someone to be physically in the office or to drive in. This is invaluable, as we often have tenants calling with issues, such as boiler breakdowns."

Summary of Benefits:

Anywhere access	✔
Out of hours staff can work from home	✔
Scalability	✔
Flexibility	✔
Cost savings	✔

Guildhall Residential was the first lettings company HDUK had as a client.

"There were initial teething problems because of the unfamiliar systems our industry use but the team delivered really good customer service and came up to speed quickly. Our other providers have presented IT obstacles, such as online banking issues, and HDUK has liaised with these other providers to resolve these issues. In every circumstance they have been extremely helpful and delivered a seamless service.

We are happy we took the decision to go with HDUK. It suits our needs and has avoided a lot of cost to the company. There hasn't been a problem they haven't been able to solve quickly.

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hd
uk
Hosted Desktop UK
Your office - anywhere