



Duncan Boxwell & Company
CHARTERED ACCOUNTANTS

Interview with Duncan Boxwell

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Case Study Overview

Founded in 1976, Duncan Boxwell & Company provides accountancy, business consultancy and IT services to small and medium-sized businesses across many sectors.

The Situation

We talked to Duncan Boxwell about the decision to move away from a traditional IT set-up and what benefits it has brought to his business.

"Although we'd been working partly on a remote basis, and were already selling cloud-based Sage solutions to our clients, it was a while before we made the full jump to hosted ourselves. The eventual move was prompted mainly by a £40,000 quote to upgrade our servers."

"Handing it over to Hosted Desktop UK made financial and practical sense: it avoids the hassle of maintaining servers here, as well as back-ups and anti-virus updates, and we have subsequently found that it's an attractive option to clients for the same reasons."

The Result

"HDK makes remote access easier, and it's particularly important where we employ home workers and, in our case, workers in India. Going hosted also makes it possible to use cheap, thin-client desktops – which are essentially cut-down versions of fully blown desktop computers – so operating costs are lower. In essence, the whole set-up is cheaper and slicker.

The arrangement we have with HDUK meets all expectations, and any issues – including liaison between HDUK and our telephone company concerning connectivity – are resolved quickly and professionally."

"The team at HDUK are excellent to work with, and we regularly recommend their services to our clients and associates."

Service Overview



Number of Users
14 - 16



Number of Offices
1



Services Supplied

Hosted desktops running their own software plus Microsoft Office with email. The company is also a reseller of Hosted Sage

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