



Interview with Karen Millen of The Funding Network

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The Funding Network is a charity which enables individuals to join together to crowdfund social change projects. The charity switched over to cloud computing in September 2014 and Development Manager, Karen Millen, tells us why they choose to use Hosted Desktop UK (HDK) and the benefits of the service.

The Funding Network, made-up of five staff members, is hosted pro bono by a leading business communications firm, in their London office. As the buildings IT system underwent a complete overhaul during 2014, The Funding Network took the opportunity to update their server, deciding to use cloud computing because of its simplicity.

“We wanted something really simple and easy to manage. The IT team of our host company put together a shortlist of businesses that offered hosted desktop services, of which HDUK were one. Another charity in the building already used HDUK and recommended it to us. We went for the full package, which provided all of the services we required at an affordable price. We had already looked into Google Drive, but it was very restrictive and we had concerns over security.”

The in-house IT team worked with HDUK to switch over from their old server to the cloud. “We had great feedback from the IT team. Rakesh Patel said: “The transition was very smooth – from the initial contact with Steve (sales) to the technical migration. Every question was answered with confidence and this put me at ease. The call stats provided were also a good indication of great service and SLA’s. Overall it was a smooth process and I would highly recommend HDUK as a full hosted solution.”

Karen continues: “After the transition was complete all we had to do was login and go – talk about seamless service. Since the switch, the support team has continued to provide us with great customer service. They have always been really helpful and very quick to solve any queries that arise.

Service Overview



Number of Users

6



Number of Offices

1+

Remote



Main Application

Microsoft Office



Services Supplied

Hosted Desktop,
Microsoft Office,
Hosted Email,
Email Archive,
Snapshot Backup

Summary of Benefits:

- ✓ Remote Working
- ✓ Easy Access to Data
- ✓ Affordable Price
- ✓ Smooth Transfer
- ✓ Seamless Service

"Using a hosted desktop has been really beneficial. One of the key things for me has been the ability to work remotely. The team can now quickly access emails and documents when they are at home or out and about."

"All in all there has been no upheaval or additional work. We have been really happy with everything and it's very easy to manage and work with." When asked if she would recommend the service and HDUK as a provider she said: "I have already recommended HDUK to a number of people."

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