



Interview with Francis Marx of Haste Ltd.

“HDUK’s customer service is very good – the team are extremely responsive and often go way beyond to support issues which other companies might tell you aren’t their problem.”

Built on the premise that there are always better ways of doing things, Petersfield-based support services company, Haste, grew out of a need for more reliable management of faults relating to electrical distribution networks – helping utilities companies to better serve their customers. Identifying this gap in the market has enabled the firm to grow from a thriving appliance repair company into one of the most successful, and best-respected support services companies in the country.

In order to support its growing IT requirements, Haste decided to look at the options for outsourcing its infrastructure to varying degrees. Haste’s previous IT infrastructure was at the end of its life; with very poor performance causing an impact on its operations. The quote for a like-for-like replacement required a very high capital outlay and would lead to the same issue in 3 to 5 years’ time. After establishing that a hosted desktop solution was the right course of action, Haste procured the services of Hosted Desktop UK (HDUK).

Haste Consultant, Francis Marx, says:

“After speaking to four IT providers, we chose Hosted Desktop UK for a combination of their costs (up front and ongoing) and the clarity with which they responded to our questions. We also took a number of references for them, which were all very favourable.”

After 5 months using HDUK, Haste is delighted with the difference the switchover has made to business. Francis says: “We no longer have to manage infrastructure on-site, and fix times are typically much quicker as site visits are not required.

“We have been impressed that the quality of the experience is consistent regardless of the age of the PC or the quality of the broadband (within reason); and this has meant that we will be able to extend the life of old PCs by several years.”

Service Overview



Number of Users

Hosted Desktop 40+
Hosted Exchange 90+



Number of Offices

1



Main Application

NCompass



Services Supplied

Hosted Desktop,
Hosted Exchange Email,
Snapshot Backup,
Back-up To Site

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Summary of Benefits:

- ✓ Reduced IT capital expenditure
- ✓ Increased uptime
- ✓ Work from anywhere
- ✓ Less time wasted on IT issues

When asked about the quality of service the company has received from HDUK, Francis says:

"Very good – the team are extremely responsive and often go way beyond to support issues that other companies might tell you aren't their problem."

"Using HDUK has meant we have had more uptime, it is easier to work from anywhere, and we have found less employee time wasted on desktop IT issues."

So, what challenges have arisen over the five months and how did Hosted Desktop deal with them? Francis continues: "Before migration we identified two potential challenges: Firstly, we were a little nervous about how our prior IT company would react and whether this would have an adverse impact on our operations. And secondly, we operate some legacy software, which is core to our business."

"The Hosted Desktop migration team dealt with former extremely efficiently despite our prior supplier's feet dragging. The latter turned out to be a complete non-issue."

So, would Haste recommend using Hosted Desktop's services to other businesses?

Francis says:

"Absolutely – particularly those with legacy on-site software who feel that they can't benefit from the benefits that cloud computing has to offer."

"The migration process, which we were most concerned about, was exceptionally smooth. Our guys went home on Friday leaving a creaking on-site server. On Monday morning, we had a brand new solution with all our data loaded. After a brief bit of training, all users were up and running by mid-morning."

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