



Interview with David Walker of Johnsons Accountants

Software updates and viruses are two more things I just don't have to worry about since investing in this form of IT infrastructure.

"Our experience with Hosted Desktop UK has been excellent and their IT support team give us the best support we have ever had. The best part about moving to a hosted service has been the elimination of many of our IT worries. Now when we have a computer problem we simply contact HDUK and the issue is normally solved straight away."

Case Study overview

Until December 2013, Johnsons Accountants, a successful and long-established accountancy firm in Pickering, North Yorkshire, used two internal servers to service their IT requirements – one to host Microsoft products and the second to support their website, accountancy and other software.

First introduced to Hosted Desktop UK (HDK) at a 2020 Conference in late summer 2013, the firm made the move to a cloud-based IT solution just a few months later, when one of the in-house servers developed problems.

David Walker, joint Director for Johnsons Accountants, explains:

"The firm has been established in the area for 20 years, and we like to think of ourselves as a forward-thinking practice. We attended the 2020 conference in 2013 and were impressed with an initial discussion we had with HDUK. At the time we did not feel ready to change our setup, but only a few months later one of the servers started to present problems.

Following an IT "health-check", we had to choose between investing heavily once again in a 5-year in-house solution or choosing to follow what many other practices have done and make the change."

Service Overview



Number of Users

18



Number of Offices

1+

Remote



Main Application

Digital



Services Supplied

Hosted Desktop,
Hosted Email,
30 Day Email Archive

Summary of Benefits:

- ✓ Professional & Efficient Transition
- ✓ Elimination of IT worries
- ✓ Excellent IT Support
- ✓ Remote Access

"When Steve Thorns from HDUK came out to talk to us we liked what he had to say. He presented an honest and straightforward view of how being hosted would work in our business, and although it felt a major step and certainly a leap of faith, we decided that making the change was a sensible and natural progression. We did so at Christmas, a time of year when we couldn't afford to have any major disruption or hiccups. HDUK handled the transition professionally and efficiently and we were "up and running" as soon as our staff returned after the Christmas break. HDUK have continued to deliver everything in terms of IT support that they said they would, and I would say offer exceptional customer service."

"The best part of going hosted for us has been the elimination of worry. With in-house servers we were responsible for dealing with whatever issues arose and inevitably they were usually alien to us. We no longer have to worry about any of that and can concentrate on offering clients the best possible accountancy service."

Asked whether David would recommend HDUK to other businesses, he states:

"Yes I would do... and have already done so. Our experience with HDUK has been excellent and we definitely feel that it was the right move to make. They have made us feel that we are in safe hands and it almost now feels like their technical support team are a part of our own team".

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