



# Interview with Brendan Malone of Malone Lynchehaun

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## Case Study Overview

Malone Lynchehaun is a traditional accountancy practice providing accounting and business consultancy services to a wide range of organisations and individuals.

The firm has been operating in Northern Ireland for 30 years and the team of 13 work across two offices and about a year ago the firm decided to move away from a traditional IT set-up and invest in a hosted environment.

## The Situation

We talk to Brendan Malone about the decision to make this change and what benefits it has brought to the business.

“Up until the decision to work with Hosted Desktop UK, my brother had looked after the role of IT for the firm on a day-to-day basis but what we were finding was that more and more of his time was being taken up dealing with various IT issues. We were becoming increasingly frustrated with this and decided to look into what other options were available and that is when we decided to move away from a traditional server and invest in a more sophisticated IT operation.”

Working with Hosted Desktop UK means all of the back-ups and software updates and upgrades are taken care of for us remotely which means we can get on with servicing our clients and our day-to-day jobs instead of being constantly interrupted. We think that on average, dealing with various IT issues - from server problems to general PC malfunctions - was taking up about a third of my brother’s time.

## Service Overview



Number of Users

13



Number of Offices

2



Main Application

Keytime



Services Supplied

Hosted Desktop  
Hosted Exchange

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### Summary of Benefits:

✓ Time saving

✓ Improved staff satisfaction

### The Result

"This year my bother has had his best year yet and no coincidence that is has happened at a time when he is fully able to concentrate on his job instead of fixing office computers!"

Aside from the efficiencies experienced, we have also been really impressed with the service and the cross over from traditional to Hosted Desktop UK was seamless with no interruption to business whatsoever. In the early stages we, understandably, had lots of queries but they were dealt with and answered in a really courteous, knowledgeable and friendly way and we would have no qualms recommending Hosted Desktop UK to other businesses looking for a cost effective and efficient IT solution.

"Another welcome side effect is how having a better system has helped improve the general happiness levels in our offices! We hadn't really acknowledged just how much the old IT system was impacting on people and changing the IT infrastructure has helped make everyone's lives easier, and quite frankly that is priceless!"

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