



**HDUK CASE STUDY: Interview with Alan Moran  
of Interface Financial Planning**



“Hosted Desktop UK’s team is a shining example to us all of what good customer service looks like.”

### Case Study Overview

Alan Moran has been operating in the West Midlands as an independent financial adviser for 20 years. Alan’s company, Interface Financial Planning, offers expertise on an array of financial management matters, including life, financial and cash flow planning, investment portfolio solutions and retirement, tax, trust and legacy planning.

Alan has been a client of Hosted Desktop since December 2010 and we spoke to Alan about his decision to turn to a hosted solution and what he thinks of the service offered by his hosted provider, Hosted Desktop UK.

### The Situation

“A few years ago, I had a very different business operation to what I have today. I used to follow the traditional business model - renting an office, staff working the usual 9am-5pm, owning and maintaining a server and telephone system and so on.”

Now, my working life couldn’t be more different. I have a team of six and we all work from different locations. I no longer have an office, my data, emails and telephone system are all hosted and we operate a paperless system and I have to say, the way I work now is far more enjoyable, efficient and productive as a result.

I first dipped my toe into the hosted world a few years ago by trailing one software programme. It worked really well, so I made the decision to switch other programmes across such as Digita and will writing software and gradually everything moved over to the hosted environment. I don’t run anything locally anymore and employing a hosted method has generated massive savings for my business - both in terms of time and costs.

I think it is a fair estimate to say that moving across to hosted is saving me around a day a week in terms of not having to deal with time consuming IT issues. This might sound like a lot, but if you think about all of the time spent waiting for back-ups to complete, installing new software, fixing servers issues etc, it can all soon add up. And, because Hosted Desktop deal with all of the software upgrades and any IT issues remotely (issues, which, I have to say are always minimal and few and far between), I can get on with my job and our clients are therefore getting a much better service because of it.



In terms of the service provided by Hosted Desktop UK, I cannot sing their praises highly enough. If I have a query, it is answered within minutes and the team are a really great bunch of people. They are really friendly and knowledgeable and an absolute pleasure to deal with.

“I would happily recommend Hosted Desktop UK to anyone looking for a way to take their business forward - it is a more cost effective way of operating, and I promise you will not be disappointed with the service or solutions offered by the Hosted Desktop team.”

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### Summary of Benefits:

Anywhere access	✓
Excellent service	✓
Security	✓
Reliability	✓