THAT'S RIGHTS!

Partnering to supply services to over 200 international clients.

We spoke to Alex Bloom, director for the company which boasts over 200 clients across the world, about his experiences working with Hosted Desktop UK.

Jeux de Couleur Limited provides desktop software solutions for the publishing industry and has been a reseller of hosted applications for a year.

"We provide software for book publishers - the software allows the author to determine royalties and to also perform other back office procedures.

Our clients are based all over the globe, with small- to medium-sized publishers using the software as a key point for their business."

The Situation

Hosted Desktop UK came recommended to me by a colleague who knows one of the directors. I needed a service where I could provide my clients with a ready to use desktop environment, some of my clients were struggling to use my existing software because they didn't have a network of PCs or because their staff members were geographically spread very far and wide, across different countries. MAC users in particular face technical issues and extra expenses if they wish to use our software, and around 30% of my client base use MACs.

Service Overview

Number of Users
650+

No# of Clients / Firms
200+

Deployed Countries
10

Services Supplied

Accountancy,
Marketing,
Rights & Royalties
Management

HDUK Hosted Desktop UK

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Summary of Benefits:

- ✓ **No user setup, maintenance requirements (vs outright purchase)**
- ✓ **Subscription-based payment (vs outright purchase)**
- ✓ **Access anytime, from anywhere (vs in-office network)**
- ✓ **Solution for users with non-windows platforms (MACs, etc.)**

The Solution

Working with Hosted Desktop has enabled me to host this as a service which has help to alleviate those issues.We took the decision to do this around a year ago and we host our 'That's Rights!' and also 'EasyRoyalties' software via Hosted Desktop UK.

The switch from my existing set-up to the new one with Hosted Desktop UK went very well, it was a seamless cross over and we didn't even need to do anything.

The Result

Surprisingly, people have been very receptive to the change. I thought there might be some resistance but my clients have taken to it very well. It is not exactly the same as a web based service, which is what most people have in mind when they think of hosted, whereas here [with Hosted Desktop UK] Windows is provided by a remote connection, and although it is different, it is very effective and it is working well for us.

Hosted Desktop UK has a good support service and whenever we have had a query or technical issue, it has all been resolved within a couple of hours.

"They are also very responsive - whether it is in traditional working hours or at a weekend, we can always get the support we need which is very reassuring given that my clients can be in different time zones."

Please contact us on 020 3239 6181 or email us contact@hduk.co.uk www.hduk.co.uk

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