Knowall Case Study

Mypay

KN**O**WALL

PRIVATE CLOUD COMPUTING

Mypay Accountants is a firm of accountants based in Birmingham city centre, offering accounts, taxation and business advisory and support services. Dedicated to providing a friendly and professional service at all times, always ensuring clients receive the best advice at the right time.

Challenge

Knowall was approached by Mypay Accountants to improve the performance of their existing Sage software. They had recently implemented a hosted solution, but the applications were running so slowly that the poor performance prevented them from rolling out the software to more than one user in the organisation.

Solution

Knowall was chosen out of a number of hosting providers because as Mypay themselves put it "we were looking for a niche partner who could offer the personal tailored approach we felt was necessary to work closely with our team and handle the more complex requirements of our wider IT infrastructure".

The solution provided included building a fully redundant hosted server environment to run all applications; Sage 50 Accounts, Sage 50 Payroll and Sage 50 P11D, hosted on Knowall's UK based high performance enterprise hosting platform and deliver them as remote apps to the users.

Pay Off

Fast reliable performance for everyone – running Sage on Knowall's high-speed servers had the immediate effect of improving speed and overall performance which gave Mypay the confidence to roll out Sage to the rest of the team.

Flexible access from anywhere – users are now able to access their Sage software easily on any device (PC, mac, tablet or phone) whether they are in the office, at home or travelling.

Improved system with no disruption for users – users benefit from a much improved solution without having to make any changes to their familiar work environment. The hosting infrastructure was set up in the background at Knowall's data centre and the hosted Sage applications were delivered seamlessly to each user's existing local desktop.

Highly responsive 24 x7 support – users no longer have to wait around for answers to their support queries. Knowall delivers telephone and remote support available around the clock. Based in the UK, the support department is easy to contact with guaranteed fast response times.