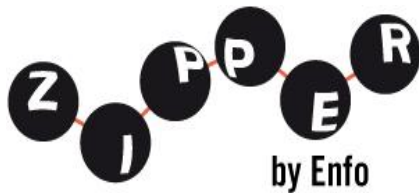




Windows 7 Customer Solution Case Study



Customer: Zipper by Enfo
Web Site: www.zipper.se
Customer Size: 125 employees
Country or Region: Sweden
Industry: Professional services—IT services

Customer Profile

Zipper by Enfo is an IT solutions provider and Microsoft Gold Certified Partner in Stockholm, Sweden. It has offices in Stockholm, Gothenburg, and Malmö, and it employs 125 people.

Software and Services

- Windows 7
- Microsoft Desktop Optimization Pack
 - Microsoft Application Virtualization version 4.5

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www.microsoft.com/casestudies

IT Firm Gains 200 Hours in Weekly Productivity Gains, Cuts IT Costs with New Software

“With Windows 7 efficiencies, employees are saving about 15 minutes per day, which adds up to 155 hours per week.”

Anders Grönlund, Marketing and Alliance Manager, Zipper

Zipper by Enfo is a Microsoft® Gold Certified Partner that uses Microsoft software to achieve the same efficiencies that it helps customers achieve. Since deploying the Windows® 7 operating system, Zipper has realized staff productivity gains of 200 hours a week, reduced operating system deployment time by 67 percent, and streamlined desktop management tasks. It has also enhanced the security of portable computers and storage devices.

Business Needs

Zipper by Enfo is an IT solutions provider in Stockholm, Sweden, that helps organizations achieve business efficiencies using Microsoft® software. Zipper is a wholly owned subsidiary of Enfo, and has offices in Stockholm, Gothenburg, and Malmö.

As a Microsoft Gold Certified Partner, Zipper wants to serve as a showcase for the most up-to-date Microsoft software. An early adopter of the Windows Vista® operating system, Zipper was eager to continue taking advantage of Microsoft operating system innovations to improve user productivity, reduce computer management time, and better protect computers and data. Maximizing consultant productivity was

paramount; consultants lost valuable time throughout the day logging on and off the company network from customer sites.

“Establishing VPN [virtual private network] connections ate up time, and when consultants couldn’t connect successfully, they would lose hours of work time,” says Anders Grönlund, Marketing and Alliance Manager for Zipper. Employees also lost valuable time searching for information scattered across file shares, Microsoft Office SharePoint® Server 2007 sites, the intranet, and other locations.

The IT team spent hours each month deploying software to new and refreshed systems, installing security updates, and otherwise managing the company’s client



computer assets. This took employees away from creating new revenue-producing solutions for customers.

It was difficult for Zipper to keep its many portable computers updated with the latest security software and to monitor applications that consultants downloaded. Also, employees increasingly transported data on portable storage devices such as thumb drives, which carried the risk of loss or theft.

Solution

When Microsoft made the Windows® 7 Beta operating system available, Zipper was one of the first companies to download it to take advantage of the software's performance, management, and security improvements. "Our salespeople deployed Windows 7 in a dual-boot environment alongside Windows Vista," Grönlund says. "It took about five minutes to deploy, and the performance was absolutely marvelous."

When Zipper moved to Windows 7 Release Candidate 1, it used the Microsoft Deployment Toolkit 2010 and Microsoft System Center Configuration Manager 2007 to automate the rollout. It was able to run Windows 7 on computers that run Windows Vista, with no need for hardware upgrades.

Basic logon and logoff procedures are much faster with Windows 7, thanks in part to improvements in Roaming User Profiles. Windows 7 remembers user profile information throughout the day, eliminating the need for end-of-day server synchronization. Also, the Folder Redirection and Offline Files features provide a convenient way for users to access files stored on a central server when not connected to the corporate network.

Using VPN Reconnect in Windows 7 makes remote connections easier and less frustrating. If a connection fails, VPN Reconnect automatically re-establishes the connection. Using the DirectAccess feature, remote employees can connect to the Zipper network without any extra steps, removing VPN complexities altogether.

With Federated Search, consultants have much faster and more exact search of a much broader portfolio of resources. This helps consultants find answers faster and helps managers search for talent to fill particular jobs.

The desktop management staff also uses DirectAccess to keep remote systems updated whether or not they are connected to the network. It uses the AppLocker™ feature to block unauthorized application downloads and BitLocker To Go™ to extend data protection to USB storage devices and monitor those devices using Group Policy. It is also using Microsoft Application Virtualization (App-V) version 4.5 to stream applications to client computers on demand, eliminating software deployment altogether.

Benefits

With its move to Windows 7, Zipper has seen significant user productivity gains, IT time-savings, and enhanced security. It can help customers realize the same benefits.

Productivity Gains of 200 Hours Weekly

Between the faster logon and logoff and the use of Folder Redirection and Offline Files features, Zipper's 125 employees are much more productive. "With Windows 7 efficiencies, employees are saving about 15 minutes per day, which adds up to 155 hours per week," Grönlund says. "This is more time that we have to solve customer problems." The timesavings continue with

the improved search capabilities, which Grönlund estimates saves at least 30 minutes per employee, per week, a 62-hour weekly savings companywide.

Operating System Deployment Reduced by 67 Percent

"Windows 7 deployment was significantly faster than previous efforts," Grönlund says. "Our initial rollout of Windows 7 took two-thirds less time than previous operating systems required, saving 83 hours of work."

Streamlined Computer Management

The ability to remotely manage and safeguard computers, block unauthorized applications, and stream applications on demand all contribute to reduced desktop management work for Zipper. "Using Windows 7 and App-V together gives us an optimized desktop environment that is tuned to users and easy to manage," Grönlund says. "We have reduced help-desk costs by 26 percent with application streaming, which frees our staff for more valuable activities."

Enhanced Security

With DirectAccess, Zipper can keep remote computers updated whether or not they are connected to the network, which keeps all systems updated and better protected. Similarly, with AppLocker, Zipper can better block unauthorized downloads, and with BitLocker To Go it can better secure removable media. "Our CEO claims that he sleeps better knowing that our systems are protected by Windows 7," Grönlund says.

Zipper has hundreds of customers ready to upgrade their IT environment. "With Windows 7, we'll be able to give customers high-performance, more secure systems, and low ownership costs," Grönlund says. "They will realize the same benefits that we have."