



Windows Vista Customer Solution Case Study



Customer: Premier Systems and Training,

Web Site: www.pstrain.com

Customer Size: 87 PCs

Country or Region: Savannah, Georgia

Industry: Consulting, Training

Customer Profile

Premier Systems and Training, Inc., Savannah, Georgia, develops Web applications, software solutions and server implementations, and provides a variety of professional software training and certification services for a broad mix of regional companies in the Southeast US.

Software and Services

- Microsoft Windows Vista Ultimate
- Microsoft Windows Vista Enterprise
- Microsoft Windows Server 2003 & 2008
- Microsoft SQL Server 2000 & 2005
- Microsoft Office 2003 & 2007
- Microsoft SharePoint Server 2003 & 2007
- Microsoft Visual Studio 2003, 2005 & 2008
- Microsoft Dynamics CRM 4.0
- Microsoft Dynamics CRM for Windows Outlook Client
- Microsoft Expressions Web
- Microsoft Windows Live OneCare

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Increased Mobility and Security of Windows Vista Drive Growth at Georgia Consultants

“The improved mobility of Windows Vista has put us on track to achieve our goal of 30 percent sales growth. And, there’s no question that Windows Vista is far more secure.”

Nicholas Blosser, Chief Executive Officer, Premier Systems and Training, Inc.

The increased mobility of Windows Vista is helping Premier Systems and Training, Inc. (PST) reach its 2008 goal of 30 percent sales growth. Vista’s improved security features are also saving PST more than fifty hours per month while reducing expenses for third-party software. PST, a Microsoft Gold Certified Partner, deployed Windows Vista beginning in January 2007. PST provides consulting and training services for regional Georgia companies.

Business Needs

When Nicholas Blosser, chief executive officer of PST and Vann Pendley, chief financial officer, bought out the former owners in 2007, they set a goal of 30 percent sales growth for 2008. They planned to achieve it by making their sales force more mobile.

“Our sales people were tied to their desktops,” said Blosser. “If you’re not in front of clients, you’re not making sales.”

Supporting laptops was time-consuming.

Users did not follow a good backup strategy. Restoring a lost or damaged file took up to 30 minutes of administrator time. Updating customer information kept salesmen in the office. PST needed a system that would support a more mobile sales force.

PST used 36 classroom PCs for training. To give their students a full Internet experience, they allowed access to most web sites. Consequently, spyware and virus infections were common. Once every two months PST had to re-format and reload all of their machines. This took all day for the office



machines and about fifteen minutes each for the training machines using a ghosting system.

"Windows XP lacked some of the security features we were looking for," said Blosser. "There was no way to lock down the XP machines and still allow the level of Internet access we wanted."

PST frequently trained users on non-Microsoft applications. This also led to security problems.

"To run some programs we had to make the user an administrator," said Blosser. "Next thing you know you've infected the machine again."

Students in PST's classes came in with a variety of skill levels. Getting everyone to find and open an application was sometimes difficult.

"It's not easy to get everybody on the same train," said Blosser. "That train often gets derailed and next thing you know, you've lost fifteen minutes."

Solution

PST deployed Windows Vista beginning in January 2007. The Easy Transfer wizard in Windows Vista allowed them to quickly and easily move to their new hardware.

Several new or improved features in Windows Vista had a positive impact on mobility. Shadow Copy, which creates copies on a scheduled basis of files that have changed, made their laptops and office machines easier to support. New power management options reduced battery consumption. Sync Center helped their salesmen be more mobile, and PC-to-PC wireless connections in the field made collaboration easier.

Another enhancement, simplified Explorer windows, improved navigation.

"The Explorer windows work like a trail of bread crumbs in the system," said Blosser.

"It's easy to see where you've been and get back to any point along the way."

Windows Defender with Internet Explorer 7 immediately made a difference in security.

"Our spyware problems disappeared completely," said Pendly. "That saves us a lot of time and a lot of money."

User Account Control in Windows Vista provided the flexibility they needed to tighten administrator privileges while allowing access to the programs they required. The advanced Windows Firewall is easier to manage and their machines seldom crash. Data Execution Prevention (DEP) helps prevent damage from viruses and other security threats. DEP has been expanded to work with all programs which really cut down on crashes at PST.

"The security features in Windows Vista are a lot more intelligent," said Pendly. "They let us do what we need to do while still protecting us from the evils that are out there."

PST uses Instant Search, available almost everywhere in Windows Vista, in the classroom and the office. Students use Instant Search to find and open programs directly.

"When I show a student or employee how to use Instant Search it changes the way they use their computer," said Blosser. "That's when I realize Vista has gotten easier."

Benefits

■ Increased Mobility

"The improved mobility of Windows Vista has put us on track to achieve our goal of 30 percent sales growth," said Blosser.

Salesmen have access to their CRM system and the entire customer database on the road. Synchronization is automatic.

"Our sales staff is more efficient and more organized," said Blosser. "With Vista they can go further with more accurate, up-to-

date information. That means fewer lost opportunities."

Shadow Copy makes PST's laptops easier to support.

"Restoring a file to a previous version using Shadow Copy saves 20 minutes of administrator time reducing the cost from about 40 dollars to 40 cents," said Blosser.

■ Increased Security Saves Time and Money

PST saves more than fifty hours per month because they no longer need to reformat and restore their classroom and office machines.

"There's no question Windows Vista is far more secure," said Blosser.

With the spyware protection of Windows Defender, an advanced Windows Firewall and improved User Account Control, PST spends less money on third-party security programs.

"With Windows Vista I don't have to purchase an outside firewall or spyware protection," said Pendley. "When I buy a car I don't pay extra for the tires. When I buy Vista I appreciate saving money on those products."

■ Instant Search Improves Training, Saves Time

Pendley estimates that PST saves an average of five minutes in every class period because of Instant Search. With six to twelve students per class and up to six classes per day, that's as much as 30 minutes of instructor time and six hours of student time saved per day.

"Because of Instant Search our students learn more and spend less time looking for folders," said Blosser. "Instant Search also helps the office run more efficiently and makes our sales staff more productive."