



Windows 7 Customer Solution Case Study



Customer: NTx BackOffice Consulting Group

Web Site: www.ntx.at

Customer Size: 20 employees

Country or Region: Austria

Industry: Professional services—IT services

Customer Profile

NTx BackOffice Consulting Group is a Microsoft® Gold Certified Partner in Vienna, Austria, that provides infrastructure solutions, consulting, and training across Europe. The company has 20 employees.

Software and Services

- Windows 7
- Microsoft Server Product Portfolio
 - Windows Server 2008 R2
- Technologies
 - Microsoft Desktop Optimization Pack for Software Assurance

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IT Firm Speeds Remote Connection, Reduces IT Work with Operating System Upgrade

“Windows 7 will free up about 40 hours of additional billable time each week, worth U.S.\$23,400 in additional monthly revenue.”

Wolfgang Aigner, Chief Executive Officer, NTx BackOffice Consulting Group

NTx BackOffice Consulting Group of Vienna, Austria, has upgraded its 30 client computers to the Windows® 7 operating system to help consultants connect to corporate systems more easily and to better secure computers. Employees save 30 minutes a day through improved connections, and the IT staff saves at least seven hours a week in easier document encryption and software deployment. NTx can also offer customers new solutions with Windows 7.

Business Needs

NTx BackOffice Consulting Group is a Microsoft® Gold Certified Partner that provides infrastructure solutions and consulting to organizations throughout Europe. The Vienna, Austria-based company has 20 employees. Most NTx consultants are mobile, working at customer sites all over the continent. It's crucial for them to gain fast access to information on the corporate network in an easy, secure way.

However, this was not always possible. Most had to use public terminal servers or virtual private network (VPN) connections, which were often finicky and not always successful. If employees were at a customer site, they could not create a VPN through the customer's firewall. “Employees wasted at

least 30 minutes a day struggling with remote connections as they moved between customer sites,” says Hans Kastenhofer, Technical Director for NTx BackOffice Consulting Group. “Arduous connections also delayed billing, because consultants wouldn't fill out work tickets until the end of the day.”

The IT staff was challenged to keep remote computers and customer documents secure. “Once they were outside our firewall, employees could download just about any software they wanted,” says Wolfgang Aigner, Chief Executive Officer of NTx BackOffice Consulting Group. The User Account Control feature in the Windows Vista® operating system was a useful starting point, but NTx could not use it to



implement enterprise management policies. The company used a third-party hardware encryption tool to safeguard systems and the confidential customer documents they contained, but encrypting documents was yet another time-consuming task for consultants.

Solution

When NTx learned about the Windows® 7 operating system, it was immediately interested in upgrading its 10 desktop and 20 portable computers to gain performance improvements and better control. NTx deployed Windows 7 to half of its systems, many running the new operating system in a dual-boot environment alongside Windows Vista. The company plans to have all systems running Windows 7 by mid-2009.

NTx used the Microsoft Deployment Toolkit 2010 Beta to deploy Windows 7 to desktop computers and Windows Deployment Services (WDS) to deploy the operating system to portable computers. WDS is a technology in Windows Server® 2008 for remotely deploying the operating system.

Using the DirectAccess feature in Windows 7, remote employees can connect to the NTx network without any extra steps. "DirectAccess enables remote users to access the corporate network any time that they have an Internet connection, without initiating a VPN connection," Kastenhofer says. "We also have more control over remote systems with DirectAccess. Because we can access remote PCs at any time, we can leverage Group Policy to update and manage them, even when they are not connected to the network."

NTx uses the AppLocker™ feature in Windows 7 to limit the applications that field people download onto their portable computers. And, the company takes advantage of the new

BitLocker To Go™ feature to provide easy data protection for removable storage devices such as USB flash drives and portable hard drives. Using Windows 7 in conjunction with Windows Server 2008 R2 enables NTx to take advantage of DirectAccess, AppLocker, and the deployment efficiencies of WDS.

NTx uses Windows 7 in conjunction with the Microsoft Desktop Optimization Pack (MDOP) to reduce IT work. Most notably, NTx is using Microsoft Application Virtualization (App-V) version 4.5 to stream applications to client computers on demand. Applications run on a virtual server and are delivered to individual virtual machines on desktop computers for as long as they are needed. NTx uses App-V to dynamically configure systems in its workshop environment, where NTx holds technology workshops on different applications each week.

Benefits

By migrating to Windows 7, NTx BackOffice Consulting Group has saved busy consultants an average of 30 minutes a day, which adds up to U.S.\$23,400 a month in additional billing. The IT staff saves seven hours a week in administrative chores, and can better secure remote computers and customer data.

Higher Productivity Boost Revenue by \$23,400 a Month

With faster connections enabled by DirectAccess, roving consultants each save about 30 minutes a day. "Windows 7 will free up about 40 hours of additional billable time each week, worth U.S.\$23,400 in additional monthly revenue," Aigner says. Plus, convenient connections enable NTx to log billable hours sooner and produce bills faster.

IT Timesaving of Seven Hours a Week

NTx saves four hours a week in application deployment time using App-V to stream applications, rather than deploying them on individual computers. "Before App-V, we had to install all software manually, mostly on weekends, to prepare for our training workshops," Aigner says. "Now it takes minutes to get needed software on the desktop."

Using BitLocker To Go to transmit encrypted documents to customers' sites saves staff up to three hours per week. Plus, NTx will be able to eliminate the hardware encryption tool, saving \$1,000 annually.

Enhanced Security

That same feature enhances the security of confidential customer documents, too. "Our customers are very concerned about security, and many do not accept documents that are not encrypted," Aigner says. "With BitLocker To Go, we can easily encrypt documents and take them to customer sites without any problems."

New Opportunities to Help Customers

NTx has seen huge customer interest in Windows 7, especially as it provides new opportunities to meet customer requirements. "We held a workshop on Windows 7 and expected 50 people but had 250 people register," Aigner says. "We will be able to introduce new solutions to customers in the areas of application virtualization and branch solutions." For customers that adopt technology slowly, NTx will be able to upgrade their computers while enabling them to continue running older applications using App-V. "With the economy as it stands, it's great being able to extend the life of our customers' computers," Aigner concludes.