



Windows 7 Customer Solution Case Study



Overview

Country or Region: United States

Industry: Professional Services

Customer Profile

A local, woman-owned staffing agency specializing in highly-qualified temporary, temp-to-hire and permanent administrative staff.

Business Situation

The efficiency with which Elite handles documents and people have a dramatic affect on the productivity of the company. Protecting confidential data is another area of focus.

Solution

Windows 7 features such as the Aero® desktop experience, Jump Lists, Pinning, and Federated Search are improving document navigation and search functions. Action Center and Network Connection Wizard provide additional security.

Benefits

- Security Made Better, Easier
- More Efficient Finding
- More Efficient Navigation
- More Efficient Training and Documentation Support



Personnel Agency Finds New Efficiencies and Security in Windows 7

“Features like Peek, Shake, Snap and Thumbnail views make navigating through a host of resumes much easier. If I can squeeze just one more interview in because I work faster, it’s up to a 15 percent productivity gain.”

Matt Lun, Recruiter, Elite Personnel

Elite Personnel, Bethesda, MD, is a 21-year old staffing service focused on providing temporary, temp-to-hire and permanent personnel to local businesses needing various kinds of administrative staff. Its business rises or falls based on how efficiently it operates while protecting confidential information of its workers and candidates. With the IT expertise of District Computers, the firm is test-driving the new Windows® 7 operating system. Elite is discovering features that are helping it to be more efficient in terms of document navigation, searching and training while providing enhanced layers of security for its confidential data.



Situation

With four full time staff representing 60+ temporary, temp-to-hire and permanent contractors, Elite Personnel serves the operational needs of Washington, DC metro and Montgomery County area businesses. The goal is to make its client's job easier by providing the right candidate in a timely fashion at a reasonable rate. The firm's main challenges coalesce around finding better ways to manage a myriad of documents associated with finding and placing personnel. "For us, time is money," noted Matt Lun, Recruiter, Elite Personnel. "We juggle hundreds of documents and dozens people. The better we do that the more successful and competitive we are."

Protecting the security and confidentiality of worker and candidate information is also a high priority for Elite. Any technology that will help the company deliver on this priority is welcomed.

Solution

Elite is finding several Windows 7 features that are helping it to improve document navigation and better secure its own data as well as its clients.

Device Stage

Device Stage will identify and install device drivers almost instantly; and if Windows 7 can't find drivers, it will automatically search on Windows Update, enabling Elite employees to quickly manage and interact with their wide variety of camera equipment.

Action Center

Action Center keeps Elite users informed about PC status without interrupting the workflow. It also provides direct links to a large variety of security and maintenance solutions.

Federated Search

This functionality enables Elite users on the network to find information—including pictures and videos on local computers, as well as the local network and Internet. The search capabilities are deeper and more comprehensive.

Problem Steps Recorder

Problem Step Recorder allows Elite staff to precisely capture and communicate a computer problem. It also enables staff to document fixes, create tutorials or knowledge-based reference materials for customers.

Taskbar Customization

Jump Lists allow Elite users to see the most recent files by right-clicking on the taskbar.

Snap, Shake, Peek

Snap windows side-by-side view by dragging windows to borders, left and right. Grab and shake the foremost screen to make all other screen behind disappear. The Peek feature is invoked by clicking the lower right hand Show Desktop rectangle. The desktop is immediately visible to view gadgets and other desktop icons.

Snipping Tool

Elite uses this feature to capture a screen shot, or snip, of any object on your screen and then annotate, save, or share the image

Benefits

Security Made Better, Easier

Security features like Action Center, Enhanced Security Network, Network Connection Wizard and Action Center with its automatic updates and customizable User Account Control help Elite protect confidential information according to Lun. "Because we deal in a wealth of personal information, we must be vigilant in protecting data. Windows 7 plays an important role with features like

Action Center, Enhanced Security Network and Network Connection Wizard. They help deliver on the security promise we make to clients.

"I also like the way Action Center unobtrusively notifies me," said Lun. "Flag alerts let me know when something needs my attention."

Automatic software updates and the selectable User Account Control (UAC) in Windows 7 are additional features that also protect Elite's data. Users now have a variety of default and customizable security options. "In Windows Vista, the UAC was like Chicken Little story where warnings came so often you became desensitized, often missing the most important alerts," noted Lun.

More Efficient Finding

Finishing off candidate inquiries with a single phone call is a huge boost to productivity. Federated Search and Device Stage are finding information and drivers more efficiently. "Seventy-five percent of my phone calls require retrieving additional information from a resume or past emails. It often means several calls to complete. Federated Search helps me to complete a project or request in a single call," noted Lun.

"Federated Search can find just about any type of file-photo, email, PDF, spreadsheet, word-anywhere on local or shared drives; even inside of documents. It helps take the pain out of finding," said Lun.

Device Stage makes finding the right drivers much easier as well. "Device Stage worked just as advertised when I installed a new graphic card," said Lun. "It identified a driver error, found, and then installed the correct one. I never had to leave the computer desktop from start to finish. How good is that?"

More Efficient Navigation

Dozens of resumes, emails and other supporting documentation need to be juggled throughout the day for Lun. The Aero desktop experience and Taskbar features are making it easier. "Features like Peek, Shake, Snap and Thumbnail views make navigating through a host of resumes much easier. If I can squeeze just one more interview in because I work faster, it's up to a 20 percent productivity gain.

"Right clicking on an application template allows me to pin it to the taskbar for easy access. Since we use different templates for Maryland, Virginia, and DC it's handy for responding to candidate emails.

"Jump Lists are also a big time-saver. They allow me to quickly find recent documents rather than waste time hunting all over my hard drive and network."

More Efficient Training and Documentation Support

According to Lun, "Problem Steps Recorder holds great promise for us in creating training materials. If we need to show a new staff person how and where to save resumes, we've now got a tool to create the reference material very quickly.

"Snipping Tool is one of those little features with a big payoff. Grabbing a credit report or online job information is simple and quick."

For More Information

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For more information Elite Personnel products and services, call 301-543-8866, or visit the Web site at:

www.elitepersonnel.com

For more information about District Computers, LLC products and services, call 202-558-5483 or visit the Web site at:

www.districtcomputers.com

Windows 7

Faster and more reliable: Windows 7 will help your organization use information technology to gain a competitive advantage in today's new world of work. Your people will be able to be more productive. You will be able to support your mobile work force with better access to shared data and collaboration tools. And your IT staff will have better tools and technologies to enhance corporate IT security, data protection, and more efficient deployment and management.

For more information about Windows 7, go to:

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