



## Windows 7 Customer Solution Case Study



### Overview

**Country or Region:** United States

**Industry:** Medical

#### Customer Profile

Global Health Nurse Training Services, Alexandria, VA, provides certification for nurses assistants, licensed practical nurses and registered nurses. The firm has 50 PCs and 23 staff.

#### Business Situation

Efficiency and security are the two main business challenges. With more than 250 enrolled students, GHNTS is seeking ways to be more productive while maintaining a high level of data security.

#### Solution

Windows 7 is helping to speed workflow with features such as the Aero desktop experience, Taskbar personalization, and ReadyBoost technology. Security has been enhanced with Action Center and Problem Steps Recorder.

#### Benefits

- A Boost for Older Computers
- Improved Navigation, More Productivity
- Enhanced Security and Maintenance Tracking
- Better, More Efficient Connections
- Precise Problem Capture, Powerful



## New OS Helps Heal Efficiency and Security Ailments for Nurse Training Center

“Creating a training document the old way meant each screen shot had to be captured and annotated separately taking up to an hour. With Problem Steps Recorder it takes 5 or 6 minutes—10 times faster.”

*Dr. Ernest Tako, Program Director, General Education*

Seeking a spoonful of IT medicine itself, Global Health Training Services (GHNTS), a nursing educational facility in Alexandria, VA, looked to the computer expertise of District Computers, a Microsoft® Gold Certified Partner, for help. GHNTS was experiencing business pains—the need to handle documents and information more efficiently and safely. These were partially cured by administering two trial versions of Windows® 7, Microsoft’s new operating system. The recovery was impressive. Using features like the Aero® desktop experience, Taskbar customization, Location Aware Printing, ReadyBoost™ technology, and Action Center, the institution saw rapid gains in productivity and data protection. An initial diagnosis indicates that operating system and nursing center are doing very well.



## Situation

The mission of Global Health Nurse Training Services (GHNTS) is to prepare nurses as critical thinkers and life-long learners who are able to function effectively within the changing healthcare environment. GHNTS trains students in the fundamental concepts of nursing which include patient care, environment, health and nursing practices. The training center offers three levels of certification: nurses assistant, licensed practical nurse and registered nurse. Begun in 2004, Global has eight fulltime and 15 part time employees along with 50 PCs for the staff and training purposes.

In an industry that deals with pain, the company is not immune. It is challenged by its own everyday business pains such as speed and security. The school deals with very sensitive applicant information that must be protected in the face of ever-shifting spyware and virus attacks. There is also an increasing need for speed. As new students enroll and existing students make their way through the course work over several months or years, processing and managing volumes of paperwork are an additional concern.

According to Dr. Ernest Tako, program director for general education, there were computer performance problems, document handling efficiencies and a need to utilize the latest technology to protect confidential information. "We use Grad Pro software to manage our entire student enrollment," said Dr. Ernest Tako, program director for general education, Global Health Nurse Training Services. "It includes background, demographics, finances and class schedules. However, the program runs very slow on Windows Vista® and our 1GB machines. We needed a faster solution that wouldn't break the budget.

"Protecting confidential information is also critical. CSPC is under constant scrutiny from

the State Council of Higher Education and the National Board of Nursing. We have to be found meeting or exceeding security standards with every unannounced audit."

## Solution

A number of features in Windows 7 are helping GHNTS navigate documents more efficiently and protect confidential information.

### **ReadyBoost**

This feature uses a USB flash drive to create additional temporary RAM to boost computer performance for GHNTS's older computers.

### **Internet Explorer 8**

The new Web Slices feature allows GHNTS users to automatically track changes and keep current with business and industry-specific Web sites.

### **Network Connection Wizard**

This feature provides easier desktop connection to wireless, VPN and LAN networks. For GHNTS, this means users can more quickly identify all network connection options within a single window.

### **Location Aware Printing**

Location Aware Printing automatically recognizes and remembers each new default printer as GHNTS staff move from one network to another.

### **Problem Steps Recorder**

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

### **Action Center**

Action Center keeps CSPC users informed about PC status without interrupting workflow. It also provides direct links to a

large variety of security and maintenance solutions.

#### **Aero desktop experience**

The Windows 7 Aero Snap feature allows GHNTS users side-by-side window viewing by dragging windows to borders, left and right. Grab and shake the foremost screen to make all other screens 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.

#### **Taskbar**

Features like Pinning and Jump Lists, accessed conveniently from the taskbar, streamline document navigation. CSPC users have their files more readily available.

### **Benefits**

#### **A Boost for Older Computers**

The line of business software used daily by Global is Grad Pro. On Windows Vista machines the program was slow and lethargic, primarily because of the lack and cost of additional RAM. ReadyBoost is helping to solve that problem. "We just discovered Windows 7 ReadyBoost. It looks like it's just what we needed to speed up our Grad Pro software that was running so slow on older, RAM-deficient machines," noted Dr. Tako.

#### **Improved Navigation, More Productivity**

The volume of documents associated with a training institution and its students can be overwhelming. However, new navigation tools in Windows 7 are helping users manipulate documents more efficiently. "The ability to personalize the Taskbar and have access to a number of new document navigation tools in the Aero desktop experience is accelerating the handling of documents, essentially helping us to be more productive," commented Tako.

#### **News Custom Sliced**

The new Web Slices feature in IE 8 looks to be a boon in keeping up with business and medical news for Dr. Tako. "The IE8 Web Slices are very clever. We're experimenting in tracking industry-related news on the New York Times site. We may eventually be able to keep automatic tabs on the latest additions to other specific Web sites like the Board of Nursing."

#### **Enhanced Security and Maintenance Tracking**

The average computer user at Global would have a difficult time managing security and maintenance activities were it not for Windows 7 features like Action Center. According to Dr. Tako, "Action Center is a great place to quickly view the status of our computer's maintenance and security. We can be more confident that our company and student information is secure. Simple alert flags remind us when there's action required."

#### **Better, More Efficient Connections**

"Network Connection Wizard and Location Aware Printing are all about making connections easier and faster. We're just more efficient than before."

#### **Precise Problem Capture, Powerful Training Tool**

Dr. Tako understands that, in medicine, clear communication between practitioner and patient is critical. The same is true of IT problems. Clarity between user and IT consultant speeds problem resolution. "We see Problem Steps Recorder being a big hit with our company. We can precisely capture IT problems which accelerate the solution. It also holds great potential as a training tool for our students who must have reasonable computer skills in the field of nursing.

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For more information Global Health Nurse Training Services products and services, call (703) 212-7410 or visit the Web site at: [www.ghnts.com](http://www.ghnts.com)

For more information about District Computers, LLC products and services, call 202-558-5483 or visit the Web site at: [www.districtcomputers.com](http://www.districtcomputers.com)

captured and annotated separately taking up to an hour each time. With Problem Steps Recorder it takes 5 or 6 minutes—10 times faster.”

## 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: [www.microsoft.com/windows/business](http://www.microsoft.com/windows/business)

### Software and Services

- Products
  - Windows 7 Professional
  - Windows Vista® Business
  - Microsoft Office® 2007 Professional
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