



Windows Vista Customer Solution Case Study



INTERNATIONAL
BROKERS

Customer: SJ International Brokers, LLC

Customer Size: 10 PCs

Country or Region: Northeast U.S.

Industry: Professional Services, Insurance

Partner: eMazzanti Technologies

Website: www.emazzanti.net

Customer Profile

SJ International Brokers, LLC, located in New York City, NY specializes in commercial property insurance solutions for the jewelry industry.

Software and Services

- Windows Vista Ultimate SP1
- Microsoft Office Professional 2007



For more information about other Microsoft customer successes, please visit:
www.windowsvistaexperience.com

Windows Vista Helps Ensure a More Safe and Efficient Operation for Broker

“Security Center helps protect confidential information on our computers. For us, client data and trust are even more valuable than the property, precious metals and gems we insure.”

Michael Weissbrot, Vice President Technology, SJ International Brokers, LLC

SJ International Brokers, LLC insure some of the largest jewelers in New York City and other international venues. In order to have a vibrant business and retain clients, excellence in customer service is the company's measuring standard. Using the expertise of eMazzanti Technologies, a robust network solution was deployed to provide enhanced customer service, added security, increased staff productivity, and to enable growth without adding costs.

Business Needs

Customer service is at the heart of SJ International Broker's success as a jewelry industry insurer. However, customer service is always improved through enhanced workflow solutions and attention to detail such as staying current on security best-practices.

Constant Pursuit of Security
Because SJ International Brokers specialize

in the jewelry industry, the precious metals and gems handled by their clients represent a very high-value inventory. This makes the security of confidential information like client contact information and banking relationships essential.

Resource Utilization

In cities where office space and costs are at a premium, onsite document storage begins to be a challenge if you are in the insurance



business. Thousands of documents are created, managed and retained for several years. For S J International Brokers, most of a 1000 square foot room was consumed with files. The cost per square foot per year is approximately \$50; compelling the company to search for different document handling solutions.

Retrieving documents also posed a growing problem over time. How do SJIB customer service representatives most efficiently find an array of document in various locations? Solving this problem could directly affect the quality of customer service

Addressing Growth

SJ International Brokers has continued to grow over its 20-year life span, but office space is at a premium. If storage space can be converted to work space, then adding employees armed with the right technology would enable growth without the need to expand or move.

Solution

Office space is at a premium in densely populated areas such as New York City. Historically, a 1000-square foot storage room was needed to house the volume of SJIB customer documents. eMazzanti Technologies created a network solution that supports the digitization of SJIB's files and helps reclaim the work space. Additionally, the network-wide search capability of Instant Search accelerates the process of finding documents.

"Customer satisfaction and retention is based on our level of customer service," said Michael Weissbrot, vice president of technology, S J International Brokers. "We have a moment of truth each year when clients have the option to renew their policies. The technology solution and service provided by eMazzanti Technologies is part of our formula for success with clients."

Specific features in Windows Vista deliver additional benefits in terms of security and workflow.

BitLocker Drive Encryption

Laptop data is more secure for S J International Brokers. As users enter information into their laptop, the data is automatically encoded and protected from computer theft or loss.

Instant Search

Windows Vista instantly searches for any type of file—email, spreadsheet, photo, graphic, video, audio, text— found anywhere on S J International Broker's local hard drive or network.

Security Center

Windows Security Center helps enhance the security of all S J International Broker's computers by alerting users when security software is out of date or when security settings should be strengthened. Firewall, spyware, malware, and Internet security settings are displayed indicating the status of each computer.

Windows Aero

With the Windows Aero interface, Live Taskbar Thumbnail images display the actual contents of windows that are currently open.

Benefits

■ More Confident Security

"Security Center helps protect confidential information on our computers," said Weissbrot. "For us, client data and trust are even more valuable than the property, precious metals, and gems we insure."

"eCare is a robust set of services that deliver security, performance, storage, and network monitoring in a single package," said Carl Mazzanti, president, eMazzanti Technologies, S J International Broker's IT

consultant. "Several Microsoft products like Windows Vista are an integral part of this solution we provide to customers like S J International Brokers."

"We have just enabled the BitLocker Drive Encryption feature on three of our executive's laptops," noted Weissbrot. "It's an added data security feature that's part of our comprehensive total security solution. Protecting data is part of the quality of service we deliver to clients."

■ Instant Staff Efficiency

"Windows Vista Instant Search increased our staff's efficiency by 25 percent," said Weissbrot. "We've sped up the time it takes to do dozens of document searches each day and provided faster service to our clients."

■ Instant Customer Service

"With Instant Search we can find all of a client's documents regardless of which customer service representative handles the call," said Weissbrot. "For example, certificates of insurance are a common request that can now be taken care of by any of our service staff."

"We have more information at our fingertips because of Instant Search," said Weissbrot. "It means we can answer customer questions 'live' rather than calling them back."

■ Efficient File Handling

"We'd find it hard to live without Aero thumbnail images now," said Weissbrot. "It's so easy to see the contents of five or six folders without opening them. We estimate a time savings of about one half hour per day per customer representative since juggling files is something we do hundreds of times a day."