



Windows Vista Customer Solution Case Study



Customer: FRP Apparel Group LLC
Web Site: www.frpag.com
Customer Size: 27 PCs
Country or Region: U.S. Northeast
Industry: Manufacturing
Partner: eMazzanti Technologies
Partner Web Site: www.eMazzanti.net

Customer Profile

FRP Apparel Group in New York City is a division of FRP Services & Co., Japan. FRP Apparel Group designs and produces women's fashions for distribution in better specialty and department stores.

Software and Services

- Microsoft Windows Vista Business
- Microsoft Windows Vista Ultimate
- Microsoft Office Professional 2007
- Microsoft Exchange Server 2003
- Microsoft Terminal Server 2003
- Microsoft Windows Live Messenger 8.1



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www.windowsvistaexperience.com

Windows Vista Connectivity and Ease of Use Aids Fashion Firm's Hyper-Growth

"With Remote Desktop Connection I don't have to be in the high-rent district of Manhattan. We save a lot of money on rent and personnel by keeping our Manhattan staff to a minimum."

Luis Ramos, Accounting and IT Manager, FRP Apparel Group

FRP Apparel Group designs and produces award-winning fashions for better specialty and department stores. FRP chose Microsoft Corp. industry partner eMazzanti Technologies to design and implement a multisite IT solution using Windows Vista. The Media Center, Remote Desktop Connection, Flip 3D and Instant Search features in Windows Vista enabled international design collaboration, connected remote staff and improved productivity.

Business Needs

FRP Apparel Group (FRP) is a division of FRP Services & Co., headquartered in Japan. In April 2007 FRP set up a facility for design, sales and manufacturing in the garment district of midtown Manhattan. FRP operates as a satellite to FRP Services & Co. (America) Inc., located 28 miles away in Tarrytown, N.Y. The FRP facility on Manhattan's West 40th Street houses designers, sales staff, pattern-makers and workers to produce samples and finished garments for FRP's Tapestry by Arkady Collection of women's fashions. The

FRP Services office in Tarrytown provides business, administrative and technical support.

In the fast-moving fashion industry, running design and production operations in the garment district of New York City is a big advantage. FRP also relies on offsite direction and input from FRP Services & Co. and collaboration with international designers. To host design and collaboration sessions with its operations around the



world, FRP needed an integrated global conferencing capability.

With a sales office in Brazil and traveling salespeople, FRP needed to provide remote access to critical sales functions for its sales staff.

"In the industry of design, where styles come and go as fast as the sun rises and sets, agility and responsiveness can make or break a brand," said Carl Mazzanti, president, eMazzanti Technologies.

FRP has no onsite IT staff. Luis Ramos, accounting manager and IT manager for FRP Services in Tarrytown, is one hour away by train from the people and systems he supports at FRP's Manhattan facility. He must remotely connect to any desktop to diagnose and resolve problems, train personnel and answer questions. With two jobs to do, he must solve problems quickly without leaving the office.

Solution

The solutions provided by eMazzanti Technologies for FRP included recommendation, design, implementation and financing. Windows Vista Ultimate was deployed in the conference room to facilitate international videoconference calls. Using Windows Media Center, Windows Live Messenger, with its video feed capability, and USB-powered cameras and microphones, FRP can now bring staff in faraway locations together to solve critical business issues.

"Microsoft has made enterprise-class collaboration tools available to the masses. With Windows Vista we solve business problems today that before involved large investments in conference room technologies," said Mazzanti.

The Remote Desktop Connection feature in Windows Vista Business keeps FRP's traveling

sales staff connected. They can now remotely access any resource or application available to FRP's salespeople from their laptops by simply clicking on an icon on their screen. An automatic Terminal Services Program remote connection is then made back to the company over the Internet with no need for a virtual private network. Ramos also uses Remote Desktop Connection to troubleshoot IT problems in Manhattan from his Tarrytown office or from home. "Remote Desktop Connection puts me in Manhattan without having to buy a train ticket or fight midtown traffic," said Ramos.

Windows Vista Flip 3D helps Ramos juggle his accounting work and IT support responsibilities. Flip 3D creates a view of his open windows in a three-dimensional stack on his desktop, so he can see them in a new visually striking, yet convenient way. "Sometimes I have 20 or more windows open. With Flip 3D I can see everything I'm working on in one view and go right to the window I need," said Ramos.

Ramos also uses Instant Search for searching e-mail files and help files. "My users expect me to solve their problems. Instant Search helps me do it faster," said Ramos.

Benefits

■ High-Style Collaboration

On its Web site, FRP's fashions are described as ultra smart, accessible, tailored with refinement and exquisite attention to detail, elegant yet highly wearable. Windows Media Center brings the same degree of style and functionality to FRP's international collaboration sessions.

"Windows Media Center is absolutely the right choice for FRP's design and collaboration efforts. FRP uses only the best

to produce its award-winning designs and loyal following of consumers," said Mazzanti.

Media Center makes it easy to record, play back and archive FRP's collaboration sessions. "With operation by remote control and a large-screen LCD, our videoconferencing setup is quite impressive," said Ramos. FRP's sales have doubled since April 2007. "We couldn't have done that without collaboration. And Windows Vista enables our collaboration," said Ramos.

■ Efficient Use of Personnel

Remote Desktop Connection makes it possible for Ramos to support FRP from the Tarrytown office where he also functions as accounting manager.

"With Remote Desktop Connection I don't have to be in the high-rent district of Manhattan. We save a lot of money on rent and personnel by keeping our Manhattan staff to a minimum," said Ramos.

■ Easier to Multitask

Flip 3D saves time and helps reduce frustration as Ramos switches between accounting, word processing, training, problem solving and a number of other jobs he performs every day. "I can work on more things at once with Flip 3D, and it saves me several minutes a day," said Ramos.

■ Faster Searching

Ramos saves time every day with Instant Search. "It's very helpful, really, really helpful," said Ramos. "Its speed and superior integration are just what we need."

Carl Mazzanti believes Windows Vista plays a key role in FRP's success. "Windows Vista is a core asset to FRP, one that has accelerated the organization's hyper-growth and industry success," said Mazzanti.