



Windows Vista Customer Solution Case Study



Customer: Indasa USA
Web Site: www.indasausa.com
Customer Size: 12 PCs
Country or Region: U.S. Northeast
Industry: Distribution
Partner: eMazzanti Technologies
Partner Web Site: www.emazzanti.net

Customer Profile:

Indasa USA imports and distributes a wide variety of abrasive products for automotive, industrial and marina markets. Its parent company and manufacturer is located in Portugal.

Software and Services:

- Microsoft Windows Vista Business
- Microsoft Office 2007 Professional
- Microsoft Windows Server 2008
- Microsoft Dynamics



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www.windowsvistaexperience.com

Abrasive Subsidiary Smooths-Out Operation With Windows Vista

“Our salespeople and remote staff can access our CRM and SQL Server database to help customers or answer financial questions any time and any place while creating a positive, seamless work environment.”

Alan Zaorski, Controller, Vice President, Indasa USA

Indasa USA is a subsidiary of Indasa SA, which manufactures a broad line of coated abrasives for the automotive, industrial and marina markets. Indasa USA needed a compatible and reliable computing environment in which to streamline operations, document handling and communications between itself, headquarters and customers. The company turned to eMazzanti Technologies, Windows Vista and Microsoft Office Professional 2007 for a solution

Business Needs

Because Indasa USA is the sales and distribution arm of its parent company in Portugal, it needed to be technologically seamless in its ability to efficiently communicate with headquarters and, of course, its customers. Overall management of files and documents also had to be easy and transparent to users.

Further, the subsidiary needed to employ technology that would help secure its proprietary information and network resources against a broad spectrum of malware and online attacks.

Solution

Utilizing the IT expertise of eMazzanti Technologies, a Microsoft Gold Certified Partner, Indasa USA migrated to Windows Vista and Office Professional 2007 based on compatibility and reliability goals with its parent company in Portugal. However, it has discovered several additional features that are proving beneficial.

Remote Desktop Connection

The Remote Desktop Connection enables easy remote access to any resource Indasa has made available to users. For example, if a salesperson requires remote access to a



customer relationship management (CRM) application, Windows Vista enables the IT manager to place an icon for that resource on the PC. In addition, corporate is able to seamlessly enter the environment while providing whole business transaction transparency.

Instant Search

With Instant Search, Indasa users are never more than a few keystrokes away from the information they seek. This feature, available almost anywhere in Windows Vista, enables users to type a filename, a property, or even text contained within a file, and it returns pinpointed results.

Windows Defender, Security Center, Internet Explorer 7

Windows Defender helps prevent malware from entering the machine via piggyback download, a common mechanism by which spyware is distributed and installed silently along with other applications.

Windows Security Center helps make Indasa PCs more secure by alerting users when security software is not up to date or when security settings have potential weaknesses.

Windows Vista, in combination with Internet Explorer 7, provides extra layers of protection against phishing and malware when connected to the Internet, which is key in preventing malicious code, heightening productivity.

Windows Aero

With Windows Aero, Live Taskbar Thumbnails show Indasa users the contents of any windows that are currently open on the desktop.

In addition, when Indasa users press the Start+Tab keys, Flip 3D dynamically displays

all the open windows in a three-dimensional, stacked view that can be flipped through using the mouse wheel.

Shadow Copy

Shadow Copy automatically creates point-in-time copies of files as Indasa employees work, so they can quickly and easily retrieve versions of a document they may have accidentally deleted.

Benefits

■ **Easy Access to Information**

“Remote Desktop Connection is one of the biggest new features for us in Windows Vista,” said Alan Zaorski, controller and vice president, Indasa USA. “Our salespeople and remote staff can access our CRM and Microsoft SQL Sever database to help customers or answer financial questions any time and any place while creating a positive, seamless work environment.”

■ **Instant Sales Information**

“We have a number of independent sales reps, and when they are on the phone with us from a customer’s location, time is of the essence. We must be able to quickly locate pertinent sales information and any necessary forms,” said Zaorski. “Instant Search finds it fast without our having to know exactly where it’s filed.”

■ **Enhanced Network and Internet Security**

“We knew security was a top priority with Indasa,” said Carl Mazzanti, eMazzanti Technologies. “Windows Vista with Windows Defender, Windows Security Center, personal firewalls and Internet Explorer 7 provide a depth of protection from malware and online scams.”

“We use the Web for online financial transactions and research,” said Zaorski. “The extra layer of security we get with

Windows Vista and Internet Explorer 7 is extremely important to us.”

■ **File Navigation Made Easy**

“The new Aero interface with thumbnail images and Flip 3D takes the guesswork out of juggling multiple open files,” said Zaorski. “It speeds up problem-solving.”

■ **Very Safe Document Handling**

“Shadow Copy is a new feature we’ve just discovered. Since we work with a lot of documents, the ability to revert back to or restore a deleted document is a project-saver,” said Zaorski.

■ **Worldwide Compatibility**

“eMazzanti Technologies helped upgrade our entire network with the latest Microsoft products to make sure it matched headquarters’ needs in Portugal,” said Zaorski. “The goal was seamless technology compatibility worldwide.”