



Windows 7 Customer Solution Case Study



Doma Export Gains Critical Connectivity with Windows® 7 Professional & HP 5310m

Overview

Country or Region: Linden, New Jersey

Industry: Shipping

Customer Profile

Doma, renowned for unsurpassed customer service and on-time delivery, focuses on exporting personal packages, commercial cargo and motor vehicles to Poland and other Eastern European countries.

Business Situation

Doma needed a faster, more intuitive and reliable system that would help employees get more done in less time.

Solution

Windows 7 Professional® and the HP 5310m ProBook improve performance, enhance productivity, and give users a more reliable and secure system that enhances their ability to get more done.

Benefits

Doma Export expects to gain:

- 5 minutes daily with Location Aware Printing
- Critical connectivity with Remote Desktop Connection
- 5 hours with Problem Steps Recorder

“I can’t believe we didn’t start working with eMazzanti Technologies sooner. It has helped us find powerful systems like the HP 5310m ProBook running Windows® 7 Professional—and catapult our productivity.”

William Wnekowicz, IT manager, Doma Export Co., Inc.

Doma Export Company, Inc. exports personal packages, commercial cargo and motor vehicles to Poland and other Eastern European countries. The company also offers door-to-door, international moving and trucking services.

Known for unsurpassed customer service and consistently on-time delivery, Doma relies on its IT partner eMazzanti Technologies to find and deploy powerful technologies that help maintain this reputation. So when eMazzanti Technologies recommended the HP 5310m ProBook running Windows® 7 Professional, Doma leaders knew they had found a powerful, efficient system that would help employees accomplish more in less time.

“I can’t believe we didn’t start working with eMazzanti Technologies sooner,” says William Wnekowicz, IT manager of Doma. “It has helped us find powerful systems like the HP 5310m ProBook running Windows 7 Professional—and catapult our productivity.”



Situation

Doma employees noted that their current systems' inefficient power management settings and short battery lives impeded productivity. Connecting to the right network printer in each working environment required multiple steps that users found tedious and time-consuming, and accessing business-critical documents while on the go was virtually impossible.

In addition, Doma managers wanted to improve the way they communicated with their overseas clients by enhancing conference calls with live video streaming—but the company lacked reliable web cams.

On top of all of that, the company recently launched a new ERP system and need to quickly train employees how to efficiently use it.

Solution

That's when eMazzanti Technologies suggested that Doma test the HP 5301m ProBook running Windows® 7 Professional.* After assessing the power, performance and overall usability of this combination, the company leaders were eager to deploy this system across the organization.

As Wnekowicz suggests, "Windows 7 Professional and the HP 5310m ProBook give us exactly what we have been looking for. Speed, rugged durability, mobile performance—you name it."

Benefits

More Productivity—In the Office and On the Go

Windows 7 Power Management uses energy-conserving features such as adaptive display brightness, and the HP 5310m ProBook is powered by a battery that can last up to six hours. Combined, these features enable

users to work more efficiently and effectively whether in the office or completing projects remotely.

"We're constantly on the go, so battery life is of huge importance to us," says Wnekowicz. "The extended HP 5310m ProBook battery combined with Windows 7 Professional Power Management keeps our notebooks lasting longer than ever."

With Location Aware Printing in Windows 7 Professional, users can rely on a seamless connection to the right network printer in each working environment. Once a user defines the default printer in each network, the feature detects and connects to the right one automatically each time a user switches working environments.

"Location Aware Printing saves time, but it offers so much more than that," Wnekowicz remarks. "It's seamless to set up, works automatically, and prevents us from inadvertently sending a document to the wrong printer."

For Doma, the Windows 7 Remote Desktop Connection has offered vital connectivity to business related files for the company's increasingly mobile workforce. Once set up, users can use the feature to access documents and programs on a remote PC. And as Wnekowicz points out, this wouldn't be possible without eMazzanti Technologies: "eMazzanti Technologies helped us use Remote Desktop Connection—and that has been the critical missing ingredient we needed to help our employees work on the go."

Boosting Customer Satisfaction

The HP 2MP Integrated webcam with the HP Ambient Light supports live Web conferencing and video calls—and has given Doma a new

way to improve the way it communicates with its clients.

“The HP 5310m ProBook webcam enables us to conduct conference calls wherein all parties can actually see each other. It definitely enhances our communication.”

Exceeding Expectations

Windows 7 Professional includes a new feature called Problem Steps Recorder, which enable users to record their interactions with programs or applications in real time, quickly annotate the video, and easily share it with colleagues. Doma leaders point out that this new tools will help accelerate training—and give employees more time to focus on better serving their clients.

“Problem Steps Recorder blows my mind,” says Wnekowicz. “We can record ERP system steps, annotate it, and show it to employees. Everyone will save several hours in the next few weeks alone, thanks to this feature.”

Doma indicates that the HP 5310m ProBook running Windows 7 Professional will make a lasting impact on the company’s bottom line growth—and notes that eMazzanti plays a crucial role in this success. “Without technology, we’d be out of business,” Wnekowicz says. “Thanks to eMazzanti, we now have the right system in place—and ongoing support to show us new ways of leveraging it.”

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about eMazzanti Technologies products and services, call (866) EMAZZANTI, (201) 360-4400 or visit the Web site at: www.emazzanti.net

For more information about Demo Exports Co, Inc. products and services, call 1-800-229-DOMA or visit the Web site at: www.domaexport.com

For more information about the HP 5310m ProBook products and services, call 800-888-9909 or visit the Web site at: www.hp.com

Windows 7

Works the way you want: Windows 7 Professional 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 anywhere. You will be able to support your mobile workforce with better access to shared data and collaboration tools. And your IT staff will have better tools and technologies for enhanced corporate IT security and data protection, and more efficient deployment and management

For more information about Windows 7 Professional, go to: www.microsoft.com/windows/windows-7

*As part of the solution deployment through the Windows 7 SMB Evidence Program, the customer received complimentary notebooks and technical support from Microsoft and Hewlett-Packard.

Software and Services

- Product
 - Windows 7 Professional
- Features
 - Power Management
 - Location Aware Printing
 - Remote Desktop Connection
 - Problem Steps Recorder
 - Restore Previous Versions

Hardware

- HP 5310m ProBook
 - HP Mobile Performance
 - HP long-lasting battery
 - HP 2MP Integrated Webcam
 - HP Ambient Light

Partner

- HP
- eMazzanti Technologies

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