



## Windows 7 Customer Solution Case Study



### Overview

**Country or Region:** West Park, NY

**Industry:** Monastic Services

### Customer Profile

Holy Cross provides public outreach services, hosts monastic retreats, and publishes and operates a book and gift shop. There are currently 12 brothers in the monastery.

### Business Situation

Holy Cross needed not just faster and more intuitive systems, but ones that also aligned with their commitment to environmental stewardship and client confidentiality.

### Solution

Together, Windows® 7 Professional and the HP 5310m ProBook provide users with faster, more energy-efficient and secure systems that align with the monastery's vision.

### Benefits

Holy Cross expects to gain:

- 1 hour each week with faster Start, Resume, Shut-down and Standby
- 10 hours annually with Problem Steps Recorder
- Improved Security with Encrypting File System

## Holy Cross Gains Secure, Sustainable Solution with Windows® 7 Professional & HP 5310

“The HP 5310m ProBook running Windows 7 Professional offers us speed, flexibility and security that helps us spend less time in the office—and more time serving our community”

Br. Scott, OHC, Bursar, Holy Cross Monastery

A Benedictine Community in the Anglican/Episcopal Church of the U.S.A., Holy Cross Monastery has been providing public outreach services and hosting monastic retreats since 1884. The primary work of these retreats—which attract 5,000 visitors annually—centers on worship and prayer, the primary components of the monastery's daily life.

While technology supports the monastic organization's ability to manage services, offerings, and databases, finding solutions that align with its mission of serving as a trusted steward is what drives its decisions to adopt new systems.

When its IT partner, eMazzanti Technologies, suggested that Holy Cross test the HP 5310m ProBook running Windows® 7 Professional, the organization found the solutions it had been seeking.



## Situation

The brothers at Holy Cross Monastery found that their current systems' long start and resume times ate into productivity. These legacy systems also used more power than they would have liked, and managers wanted to find longer-lasting systems that leveraged environmentally-friendly materials and technologies.

Simply selecting the right printer in each network environment was tedious and frustrating for users, as it required multiple steps. IT issues were particularly challenging, as the brothers rely primarily on each other for technical support, which meant that solving problems and learning how to use new software applications and programs was next to impossible.

In addition, the brothers at Holy Cross Monastery needed to find ways to strengthen system security so sensitive information would remain safe from intrusion.

## Solution

By engaging with eMazzanti Technologies, the organization was able to find technologies that would not only help them overcome these challenges, but also support their core values.

"Productivity is important, but being exemplary stewards defines us," says Br. Scott OHC, Bursar of Holy Cross Monastery. "It's tough to find partners who understand this—but eMazzanti Technologies always delivers solutions that align with our values."

"With eMazzanti Technologies, we're more productive and that improves our overall stewardship. It frees us up for the life of ministry and worship that is at the heart of our monastic calling," Br. Scott adds.

The IT partner suggested the HP 5310m ProBook running Windows 7 Professional to

Holy Cross leaders, who were immediately impressed.\*

As Br. Scott says, "The HP 5310m ProBook running Windows 7 Professional offers us speed, flexibility and security that helps us spend less time in the office—and more time serving our community."

## Benefits

### More Productivity, Less Environmental Impact

With Windows 7's faster Start, Resume, Shut-down and Standby times, users can rely on systems that are more responsive—saving time and boosting productivity. "With Windows 7 Professional, our systems start noticeably faster than before," says Br. Scott. "We're saving at least a minute in each instance."

The HP 5310m ProBook enhances this responsiveness with HP's Built-to-Last design, which features superior hardware performance. Plus, the lightweight yet sturdy aluminum display enclosure and magnesium alloy bottom case provides Holy Cross with a system that lasts longer than its previous ones.

"We're all impressed by how lightweight and sturdy the HP 5310m ProBook is," Br. Scott says. "Thanks to eMazzanti Technologies, we have a system that will last for years to come."

HP's Built-to-Conserve serves as the foundation of the HP 5310m ProBook's construction, which features BFR/PVC-free 17 options that use materials with lower environmental impact.

"Built with both the end-user and the environment in mind, the HP 5310m supports our mission to conserve and serve with integrity," Br. Scott remarks. "We

wouldn't have found this without eMazzanti Technologies."

### **Improved Connectivity and Communication**

Windows 7 Professional includes Location Aware Printing, which automatically detects and connects to the right pre-set printer in any network environment.

As Br. Scott indicates, "Location Aware Printing automates connections to network printers. We're not just saving time; we're also eliminating printing errors and frustration."

Problem Steps Recorder, a new feature of Windows 7 Professional, has helped Holy Cross improve the way it communicates IT challenges with its technology partner, eMazzanti Technologies. All users have to do is launch the application, hit record, add any pertinent notes to the saved file, and send the information to a technician.

"We can recreate problems with ease using Problem Steps Recorder," Br. Scott says. "It's enabled us to communicate IT challenges with our IT partners in new—and improved—ways."

According to Br. Scott, this tool is also helping Holy Cross managers improve training procedures. "We've found that Problem Steps Recorder also helps us show employees how to use new applications and programs much faster than ever before," he says. "We just record, add notes, and send."

### **Boosting Security, Maintaining Integrity**

The Windows 7 Professional Encrypting File System enables users to easily encrypt critical files and folders. And HP Disk Sanitizer ensures that once data is deleted from a system, it can never be accessed—

even by the most advanced data recovery tools.

"Trust is central to our organization," Br. Scott notes. "So keeping information secure is critical. Windows 7 Professional Encrypting File System and the HP Disk Sanitizer give us the protection we need."

## 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](http://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](http://www.emazzanti.net)

For more information about Holy Cross Monastery, call (845) 384-6660 or visit the Web site at: [www.holycrossmonastery.com](http://www.holycrossmonastery.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](http://www.hp.com)

## Windows 7 Professional

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](http://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
  - Faster Start, Resume, Shut-down, Standby
  - Location Aware Printing
  - Problem Steps Recorder
  - Encrypting File System

### Hardware

- HP 5310m ProBook
  - HP Built-to-Last
  - HP Built-to-Conserve
  - HP Disk Sanitizer
  - HP long-lasting battery

### Partner

- HP
- eMazzanti Technologies

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