



IT Support Company Boosts Productivity by 20% with Microsoft® Office 2010 Professional

Overview

Country or Region: New York, US

Industry: IT Support & Consulting

Customer Profile

eMazzanti Technologies provides IT consulting services to small- and medium-sized businesses in the New York metropolitan area, across the states and to multiple satellite offices worldwide. Their wide range of services includes security, network design, disaster recovery, and mobile configuration.

Business Situation

eMazzanti needed a solution that would allow them to further increase the speed and efficiency of the services they provided to customers, while ensuring clear, accurate communication with engineers in the field.

Solution

After upgrading to Microsoft® Office 2010 Professional, eMazzanti has reduced the amount of time for core tasks by up to 20%, increasing productivity and customer satisfaction.

Benefits

- 300 hours save annually with Visio
- Project plans created 20% faster
- 52 days saved annually with SharePoint

“With the more intuitive features in Office 2010 Professional, we’re spending less time working with applications and menus, and more time working with our data.”

- Jennifer Mazzanti, President, eMazzanti Technologies

Since 2001, eMazzanti Technologies has provided IT consulting services to small and medium-sized businesses in the New York metropolitan area and internationally. As a Microsoft® Gold Certified Partner, the company offers a wide range of services, including security, network design, disaster recovery, and ongoing support.

Renowned for their innovative approach to network services, eMazzanti is focused on serving customers with the utmost efficiency to help them work better and faster. To meet their goal, they needed a more efficient office solution to reduce the time spent working in applications and increase the time spent catering to clients.

After deploying Microsoft Office 2010 Professional, eMazzanti saw an increase in internal efficiency, allowing them to serve customers quicker. They also enjoyed more effective and open communication with customers, vendors, and colleagues.



Situation

For every project eMazzanti undertakes, premium customer service is always the core focus. To meet their high service standards, the company must deliver three critical content pieces to the customer.

- The **project plan** is typically the first deliverable, conveying to the client the scope and detailed specifications of the project. eMazzanti submits between 3-6 project plans per week. In many cases, multiple engineers need to work on the same project plans. Without an efficient collaboration tool, they were required to take turns accessing and modifying the files, a sequential process that impaired the company's productivity.
- **Network diagrams** are another critical focus of the company, providing engineers with the complex data infrastructure records they need to achieve successful client implementations and ongoing support. To ensure detail and accuracy, technicians were spending at least **25 hours per month** creating these diagrams.
- After implementation, eMazzanti provides all customers with **technical documentation** of their network systems and procedures. In addition to assisting customers with ongoing tasks and cutting down on support calls, this documentation helps to illustrate the value of the company's services. The eMazzanti

team was spending large amounts of time manipulating screen shots and graphics in a third-party application before adding them into Microsoft Word.

Email management posed another challenge. With up to 300 new messages to field each day, Jennifer Mazzanti, the President of eMazzanti Technologies, desired a more efficient, robust mail solution to streamline communications with engineers and clients.

Solution

To achieve more efficient collaboration, cut down on the amount of time spent on diagrams and documentation, and streamline email management, eMazzanti Technologies upgraded to Microsoft® Office 2010 Professional. The latest Office suite from Microsoft offers many of the tools eMazzanti needed to achieve their productivity goals, including more robust image editing and richer features in Microsoft Visio® and SharePoint®.

Office 2010 Professional has enabled eMazzanti to achieve a significant boost in productivity, saving the company up to 300 hours per year in diagram creation and expediting project deliverables by up to 20%. This has allowed eMazzanti to focus more resources on delivering superior customer service and satisfaction.

"Our customers see a higher return on investment if they use a firm that works faster," notes Mazzanti. "By using Office 2010 Professional internally and

implementing it for our customers, we get more done for them in less time.”

Benefits

Smoother, Smarter Diagramming Capabilities

The new version of Visio offers a more intuitive and organized interface, making it easier for users to access common functions and complete diagrams more quickly. There is also more support for process diagrams and full integration with SharePoint 2010 encourages cross-application collaboration.

With the new Visio, eMazzanti has enjoyed a significant efficiency gains in their network diagramming capabilities. They have reduced their time investment by 20%, saving a total of 300 hours per year. By spending less time on formatting, technicians have more availability to focus on optimizing the customer experience.

“Our network diagrams are a critical part of our business. The new Visio lets us present accurate, complex visual presentations much faster, with less margin of error,” says Mazzanti.

Enhanced Collaboration Boosts Productivity by 20%

With the new SharePoint 2010, more emphasis is placed on the support of users and businesses, incorporating features like enhanced workflow, improves search functions, and more intuitive menus via the Ribbon interface.

The expanded SharePoint capabilities allow eMazzanti technicians to collaborate more efficiently when creating project plans, forms, and documentation. The ability to access and modify documents simultaneously has reduced project plan creation time by 20%, saving roughly one day per week in productivity.

A More Robust Graphical Experience

The new version of Microsoft Word offers an array of efficiencies, including built-in co-authoring, sleeker navigation, and richer image editing features. The new graphical capabilities have been especially appreciated by the eMazzanti team.

“It’s the little things that make a document from eMazzanti stand out from the competition, and those things take an inordinate amount of time,” says Mazzanti. “Customizing those steps in Word makes the process far more intuitive, and lets us focus on the actual data instead of the application.”

Word’s enhanced image tools have enabled the eMazzanti team to produce more polished, professional documentation up to 20% faster by keeping all editing functions in one place. “When it comes to formatting images, performing as many tasks as possible within one application results in a huge productivity gain, both for our customers and for the technicians supporting them,” notes Mazzanti.

More Organized Communications

For More Information

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www.microsoft.com

For more information about eMazzanti Technologies products and services, call 866-EMAZZANTI (866-362-9926) or visit the Web site at:

www.emazzanti.net



For Mazzanti, maintaining his daily flow of up to 300 emails was a huge challenge. Just days after implementing Microsoft Outlook® 2010, he was amazed by the application's speed and intuitiveness. In addition to email functions, Mazzanti leverages Outlook for CRM tasks as well. "The new Outlook has greatly improved the entire company's workflow," Mazzanti notes.

Specifically, the Conversation View has allowed him to save up to 20% of daily email management time. "Now, I can click two buttons and move an entire thread at once—no more time spent filing multiple messages. Additionally, by synchronizing Office 2010 Professional with my Windows Mobile Smartphone, I can clean up email conversations when I am away from the office. It's changed the way I work and helped me become more efficient."

Big Savings Equates to Better Service

For eMazzanti, the benefits of Office 2010 Professional are best reflected by the level of their customers' satisfaction. "In our business, time is money," notes Jennifer Mazzanti, president of the company. "Wherever we can be more efficient internally, we can pass on the savings to our customers and our bottom line. Office 2010 Professional helps us accomplish that."

Microsoft Office 2010 Professional

Microsoft Office 2010 Professional gives your people powerful, timesaving tools to do their best work from more places. With new capabilities and insightful updates to Excel, PowerPoint, Word and

Outlook, Office 2010 Professional offers the complete package — with familiar, intuitive tools. Now you can express ideas, solve problems, connect with people, and create amazing results — in the office, at home, or on the go.