



Windows Vista Customer Solution Case Study



Customer: Repertorio Español
Web Site: www.repertorio.org
Customer Size: 25 PCs
Country or Region: Manhattan, NY
Industry: Arts
Partner: eMazzanti Technologies
Website: www.emazzanti.net

Customer Profile

Repertorio Español, Manhattan, the premier Spanish language theatre in the United States, presents plays of interest to the Hispanic/Latino community and highlights its cultural heritage.

Software and Services

- Windows Vista Business
- Windows Vista Ultimate
- Microsoft Office 2007
- Microsoft Exchange Server 2007
- Microsoft Windows Server 2003 & 2008
- Microsoft SQL Server 2005
- Microsoft Windows Storage Server
- eMazzanti Technologies eCare Network Management



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Spanish Language Theatre Cuts Maintenance Costs, Boosts Efficiency with Windows Vista

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Jose Cruz, Associate Producer, Repertorio Español

Windows Vista helps Repertorio Español keep maintenance expenses fixed, do more with less staff and provide the data security donors require. The theatre's IT partner, eMazzanti Technologies, recently helped replace their aging PCs with new Windows Vista workstations. Repertorio Español presents classic dramas and comedies, contemporary plays from across Latin America, and emerging Latino theatre in English and Spanish in New York City.

Business Needs

To continue its mission as the leading Spanish-speaking theatre company in the United States, Repertorio Español relies on support from corporate sponsors, government, charitable foundations and individual donors.

“We had a capital investment opportunity so we decided to use the funding to replace our hodgepodge of equipment. Our maintenance costs were becoming greater than the cost of

new machines,” said Jose Cruz, associate producer, Repertorio Español.

Ticket sales have doubled in three years, but the difficult fundraising environment has kept Repertorio Español's staff from increasing. Cruz knows that improved access to files would help them do more with less.

“In the past, we were constantly recreating documents like press releases or proposals because we could not find them,” said Cruz.



Repertorio Español cannot risk losing funding opportunities. They must be quick to respond to any question a donor may have.

“We work in an environment where everything is now. We have to pull out information as quickly as possible or we lose the opportunity,” said Cruz.

Repertorio Español has an incredible library of images from 40 years of past productions, including photos, artwork, reviews and marketing materials. Improved organization and access to these materials would help them take advantage of the many opportunities they have to publish them.

Donors want to know that the organization is being run efficiently and that resources are being used in an appropriate way.

“It’s not uncommon on funding applications to state how we are securing our resources,” said Cruz. “We must do all that we can to protect donor and customer data.”

Solution

With eMazzanti Technologies providing advice, installation and ongoing support, Repertorio Español used its grant to upgrade to new PCs with Windows Vista and Windows Server 2008. They used their own staff as much as possible to set up the new system, standardizing desktops to simplify maintenance.

“We helped them select a platform that’s easy to support, secure and stable,” said Carl Mazzanti, president, eMazzanti Technologies. “And with our eCare fixed fee maintenance, their support costs are low and predictable.”

The enhanced desktop search and organization features in all Windows Vista editions help Repertorio Español’s staff readily locate photos, rehearsal schedules, e-mail messages, and other items on their PCs.

Using Instant Search in Windows Vista, Cruz types in the name of a play and all of the associated documents and photos come up.

“Press coverage opens many doors but they need the information in a timely manner. Keeping this type of information at our fingertips—rehearsal schedules, photos, press releases—means that the press is more likely to respond with a story about the theatre,” said Cruz.

The improved firewall in Windows Vista protects against inbound threats and outbound requests from unwanted applications on Repertorio Español’s PCs. Windows Defender and eMazzanti’s eCare agents provide excellent virus and spyware prevention. Group Policies in Windows Server 2008 allow more control of the components on the desktop.

Windows Media Center in Windows Vista Ultimate features some great advancements over previous versions, including an improved user interface with easier navigation, breakthrough media visualization and faster overall performance. Cruz plans to use Media Center with his outdoor signage to display photos and video clips to the public.

Benefits

■ Reduced and Predictable Maintenance Costs

Because Repertorio Español is now on Windows Vista, eMazzanti is able to provide maintenance at a reduced fixed rate. Enhanced troubleshooting features in Windows Vista mean that the theatre saves money because resolutions are quicker and easier to facilitate.

“Windows Vista with eMazzanti’s eCare fixed fee maintenance allows Repertorio Español to control expenses. An advantage of Windows Vista is that we get insight into

issues that come up and a solution path to recover that may not be articulated well by the end user,” said Mazzanti.

“Going forward, the efficiency and ease of supporting Windows Vista removes the variability in their maintenance expense,” said Mazzanti. “The whole package is easier to manage.”

■ Increased productivity

Mazzanti estimates that Windows Vista has increased Repertorio Español’s staff productivity by five to ten percent. Cruz likes the way Vista keeps information organized thus saving time for his staff.

“Instant Search allows us to serve more people and do it more efficiently. This leaves us more time to think creatively of new ways to attract audiences, artistic talent and donors,” said Cruz.

Instant Search makes it easier for staff members to find documents, pick up on what others are doing and work together more productively.

“Vista has allowed us to use our materials more efficiently by streamlining the way files are stored. The nightmare of finding an old document is gone with ultra efficient search tools,” said Cruz. “Instant Search is a big thing for us. It helps us do twice as much with the same staff or less.”

■ Enhanced Security

With the enhanced security features in Windows Vista Repertorio Español is able to confidently provide assurance to donors that their information is secure.