



## Windows Vista Customer Solution Case Study



**Customer:** Jarmel Kizel Architects and Engineers

**Web Site:** [www.jarmelkizel.com](http://www.jarmelkizel.com)

**Customer Size:** 55 PCs

**Country or Region:** U.S. Northeast

**Industry:** Professional Services

**Partner:** eMazzanti Technologies

**Partner Web Site:** [www.eMazzanti.net](http://www.eMazzanti.net)

### Customer Profile

Jarmel Kizel Architects and Engineers Inc. is one of the largest full-service architectural firms in New Jersey, with new and renovated commercial and industrial projects throughout the U.S.

### Software and Services

Microsoft Windows Vista Business  
Microsoft Windows XP  
Microsoft Office 2003 Professional  
Microsoft Office 2007 Professional  
Microsoft Exchange Server 2000  
Microsoft Exchange Server 2003  
Microsoft Project



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[www.windowsvistaexperience.com](http://www.windowsvistaexperience.com)

## Stability of Windows Vista Helps Cutting-Edge Design Firm Advance Its Solutions

*“I am extremely pleased with the reliability and stability of Windows Vista, and with the help we received from eMazzanti Technologies. It’s a very safe platform for our cutting-edge design tools.”*

*Jason Wulf, Director of Information Technologies, Jarmel Kizel Architects and Engineers*

*Windows Vista with Microsoft Internet Explorer 7 provides Jarmel Kizel Architects and Engineers (JKA&E) with a more stable platform for its cutting-edge design tools. eMazzanti Technologies, a Microsoft Gold Certified Partner, helped JKA&E upgrade to Windows Vista. As a result, Jason Wulf, director of IT, has more time available to advance the technology of the company. JKA&E, is a full-service architecture firm catering to Fortune 100 clients.*

### Business Needs

JKA&E designs commercial and industrial projects for clients in several sectors, including insurance, transportation and sports. Its staff of 54 architects, engineers and administrators share a quest for perfection and a tradition for upholding the highest standards of quality. “We pride ourselves on being at the top,” said Wulf. “That includes adopting the latest technology, such as Windows Vista and AutoCAD 2009.”

Making full use of AutoCAD 2007 and other design tools, JKA&E was experiencing desktop crashes several times per week, losing up to 20 minutes of work and staff

support time with each crash. JKA&E sought a more stable platform for its design tools.

Also, employee downloads were causing disruptions to Internet Explorer 6 and system conflicts. “Employees don’t always follow company Internet policies,” said Wulf. “Some Web sites shut down Internet Explorer 6, and we’d have a difficult time recovering.” Wulf had to fix about one Internet Explorer 6-related problem per week. Further, once a month he encountered a more difficult browser problem that would take several hours to fix. Wulf needed a way to quickly recover from Web browser problems.

The performance of JKA&E’s desktops was sometimes degraded by freeware. “People



were frequently downloading add-on software from the Internet,” said Wulf. Stock tickers, weather updates, toolbars and screen savers were often the culprits when designers complained of poor performance. “I once spent four hours removing a screen saver that had degraded the performance of a workstation,” said Wulf. JKA&E needed useful ancillary applications that didn’t compromise system performance.

With multiple versions of design files on every project, JKA&E designers sometimes lost work by accidentally overwriting files. “File overwrites were potentially disastrous,” said Wulf. “We could lose a few hours’ work or an entire project.” JKA&E needed a way to reduce the possibility of file overwrites.

## Solution

To improve the stability of its network, JKA&E sought the help of eMazzanti Technologies. With over two years’ experience with Windows Vista, eMazzanti advised JKA&E to upgrade to the new operating system. “We knew Windows Vista would help provide the stability JKA&E was seeking,” said Carl Mazzanti, president, eMazzanti Technologies. JKA&E first deployed Windows Vista to its administrative staff and selected designers.

After nearly a year of running Windows Vista, Wulf is convinced that eMazzanti’s recommendation was the right move. “Windows Vista is definitely more stable than Windows XP,” said Wulf. “Crashes are rare.”

Wulf uses a new recovery feature of Internet Explorer 7 in Windows Vista when the browser is in an unusable state. Reset Internet Explorer Settings (RIES) enables Internet Explorer 7 to recover from problems typically caused by badly written add-ons. “RIES is just a godsend,” said Wulf. “It does in seconds what used to take 30 minutes or more.”

Wulf is using Windows gadgets to reduce problems caused by employees customizing their desktops. “Windows gadgets provide a way for employees to safely customize and have fun with their computers,” said Wulf. Employees are using gadgets that display personal photos, stock tickers and news. Only Microsoft gadgets are being used. Wulf is also looking at User Account Control as a way to limit downloads.

“The improved File Copy/Merge feature in Windows Vista increases the reliability of moving files,” said Wulf. “I absolutely love it.” If a conflict or error is encountered when copying files in Windows Vista, the file is skipped and the rest of the files are processed. If two files have the same name, an option is available to rename the file. In previous versions of Windows, the only options were to either replace the destination file or cancel the process.

## Benefits

### ■ Stable Operation

The reliability and stability of Windows Vista saves Wulf five to 10 hours per week. “We are currently testing AutoCAD 2009 on Windows Vista. Crashes are rare, less than 25 percent of what we experienced with Windows XP,” said Wulf. “Instead of putting out fires, I now have more time to advance the company into the 21st century.”

### ■ Enhanced Internet Safety

Wulf estimates that RIES saves him 10 hours per month. “The bottom line is that now I can fix problems with Internet Explorer 7 in seconds,” said Wulf. “When a browser is having a problem, RIES fixes it.” RIES deletes all temporary files, disables browser add-ons, and resets all the changed settings to factory settings.

### ■ Gadgets Save Time, Improve Performance

The gadgets available with Windows Vista save Wulf two hours per month. “The

gadgets in Windows Vista use fewer resources and don’t interfere with other programs,” said Wulf. “I’m not fighting performance problems, and the employees like using them.”

### ■ Highly Safe File Operations

The improved File Copy/Merge feature in Windows Vista saves a significant amount of time as well, according to Wulf. “I spend one and a half hours less per week restoring from backups,” said Wulf. “And less design work is lost. We’ve lost up to a week of design time in the past due to a single file overwrite. This feature has really saved us a few times.”

### ■ The Right Platform

Overall, Wulf is very impressed with Windows Vista. “I am extremely pleased with the reliability and stability of Windows Vista, and with the help we received from eMazzanti Technologies,” said Wulf. “It’s a very safe platform for our cutting-edge design tools.”