



MICROSOFT WINDOWS XP PROFESSIONAL AND MICROSOFT OFFICE XP PROFESSIONAL CUSTOMER SOLUTION

Manufacturer of Business Products to Enjoy Major TCO Savings in Move to Windows XP Professional, Office XP Professional, and Windows 2000 Server

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Solution Overview

Customer Profile

ACCO Brands Inc. is an operating company of Fortune Brands Inc. (NYSE: FO), employs roughly 5,000, and recorded 2001 revenues of \$1.2 billion. ACCO Brands designs, develops, and manufactures widely used office supplies and equipment.

Business Situation

ACCO Brands wanted to reduce support costs, maintain reliability and security, and offer users a better computing experience through higher performance and powerful communication and collaboration tools.

Solution

Benefits

Projected reduction in support costs and savings of over 60 percent in installation costs and 22 percent (a total of \$422,000) in overall operating costs each year for four years.

Software and Services

Microsoft® Windows® XP Professional
Microsoft Office XP Professional
Microsoft Windows 2000 Server
Microsoft Consulting Services

Scenario

Total Cost of Ownership

Infrastructure

840 laptops, 560 desktops

Hardware

Compaq (80-90 percent),
Toshiba; Dell (10-20 percent)

Seeking to reduce support costs while enhancing the user computing experience, ACCO Brands' North America Division is moving from five client operating systems down to one—Microsoft® Windows® XP Professional—and consolidating its server environment as well on Microsoft Windows 2000. With the implementation of these systems and of Office XP Professional on the client machines, ACCO Brands is projecting savings in deployment at more than 60 percent and overall operating-cost savings at 22 percent per year over the next four years.

Situation

Just about anyone who's ever worked at a desk has used a product from ACCO Brands. That's the Illinois-based company that manufactures Day-Timer calendars, Kensington computer accessories, Apollo presentation equipment, as well as Swingline staplers, WilsonJones binders and many other popular business products. Being in the business of helping office workers to use their time and talents more efficiently makes the people of ACCO Brands particularly keen on implementing tools that will make their own workplace more productive. That's why their company will soon be running its 1,400 desktop and laptop computers entirely on the Microsoft Windows XP Professional operating system and with the Microsoft Office XP suite of desktop-productivity software.

As Director of Technology Services for ACCO's North America operations Nancy Schiffmann explains, until recently ACCO Brands supported five different operating systems on client systems distributed across 15 sites in the U.S. and Canada: Windows 95a, Windows 95 OSR2, Windows 98 Second Edition, Windows NT® Workstation 4.0, and Windows 2000. "Although users were generally satisfied, maintaining and supporting multiple operating systems among offices nationwide was a challenge," she points out. "We knew that to maintain the required level of reliability and security we needed to reduce complexity, and to keep support costs at a reasonable level we needed to increase uniformity."

When Schiffmann and her colleagues began to look at Windows XP Professional as a solution, they liked what they saw. "We consider deployment a key part of our Total Cost of Ownership, so we were impressed by the newest version of the Windows Installer components, which are applicable to both Windows XP and Office XP," she says. "Among those components, we particularly liked the MSI packaged software." Support was another concern. "There's a good

reason that 60 percent of our client machines are laptops—their users are on the road a good bit of the time,” she says. “That made the Remote Assistance features of Windows XP particularly appealing. And, whether a user is on a desktop or laptop machine, centralized administration is fundamental to keeping the lid on our support costs.”

For these reasons Schiffmann and her colleagues decided to deploy Windows XP Professional and Office XP Professional alongside a similar migration on the server side: from a mixed Windows NT Server 4.0 and Novell NetWare 5.0 environment to one based entirely on Windows 2000 Server. “To help keep both our client and server environments standardized for the purpose of simplifying deployment of compatible applications, we decided to leverage the capabilities of Active Directory® and Group Policy,” she adds. “For example, we are standardizing the Office XP implementation across multiple locations and sites with the help of ADM templates, and we are ensuring a smooth deployment of Access 2002 by using Group Policy to disable the software from automatically converting older versions of the database before all the client machine are deployed. This is a key factor in controlling TCO.”

Solution

With the help of Microsoft Consulting Services and working under an Enterprise agreement (for Windows XP) and a Select agreement (for Office XP), the ACCO Brands deployment team started work in early 2002. Using an MSI packaged software deployment via Windows Installer, the team installed Windows XP Professional and Office XP Professional on 100 client machines by June, on track to a complete installation by the end of 2002. Manager of Network Planning Jeff Khan says he’s not surprised by the speed of the installation. “We expected to have a smooth transition by using Windows Installer for all application installs, and so far it as proved to be successful in minimizing the time required for deployment.”

At the same time, the deployment team also began migrating the company’s file and print servers from Novell NetWare 5.0 to Windows 2000 Server with its Active Directory service.

Benefits

Deployment Savings of 60 Percent-Plus

Although nearly 90 percent of ACCO Brands desktops and laptops are from one vendor (Compaq), with most of the rest from just two others (Toshiba and Dell), users are working on some 20 different hardware models in all. In the prior environment of five different operating systems, the IT department faced an enormous job just to create and maintain the multiple images required for the diverse machines. By reducing the number of operating systems from five to one, and by making that one operating system Windows XP Professional, the department will be able to dramatically cut installation and maintenance costs.

Khan says that by reducing the number of required images by a factor of five, his team expects to save about 60 percent on deployment costs, with even greater savings feasible because of tools like the Setup Wizard and, especially, SysPrep. “For the Windows XP deployment, we used SysPrep to create a single image for all hardware and consequently were able to automate the deployment and imaging process using a third-party imaging product already on hand,” he reports. “The nice thing is we could continue to use this product without having to implement a

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Director of Technology Services
ACCO Brands Inc.

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Director of Technology Services
ACCO Brands Inc.

large management suite or other additional technology. SysPrep also enabled us to script, install drivers, autojoin the domain, and so on, without having to touch each machine repeatedly.”

Khan says troubleshooting user problems is another area of anticipated savings in time and money, thanks to Remote Assistance in Windows XP Professional. “Remote Assistance will keep Helpdesk personnel from having to visit machines, enabling them to provide users the same level of support with less effort.”

Office XP Professional Simplifies Collaboration

Deploying Office XP Professional has proved to be a similarly smooth task, according to Khan. “Using ADM templates for Group Policy support, we’re easily standardizing our Office XP deployment across multiple sites,” he says. The enhanced review and collaboration features available in Office XP Professional are another boon to Khan and his customers throughout ACCO Brands. “These features automatically pull the changes into the original sender’s view and allow users to accept or decline changes made by others,” he explains. “This means we’ll be able to share and prepare a document for publication after multiple reviewers have edited it without having to rely on third-party products, some of which can cost easily \$50,000.”

“An Essential Building Block”

For Schiffmann, Khan, and their colleagues in the ACCO Brands IT department, the Windows XP Professional and Office XP Professional deployment is part of a larger overall strategy to reduce infrastructure support costs and enhance services to users. “Migrating to a standardized desktop through Windows XP and Office XP is an essential building block of that strategy, and phasing out our Novell NetWare-based servers at the same time makes the desktop migration that much easier,” Schiffmann says. “It means we don’t have to deal with the complexity of a Novell client or endure the support headaches that are inescapable when working in a mixed environment or with the dependencies of a prior server operating system.”

The server migration at ACCO Brands also is helping the company to dramatically reduce its hardware, software, and support costs. The company plans to reduce e-mail and file and print server systems from 55 down to 26. Schiffmann expects the server and desktop migrations together to save ACCO Brands some \$422,000 a year—about 22 percent of its current cost of operations—for each of four years starting in 2003.

As Khan explains, this figure comprises \$226,000 in savings on the server side, primarily from server consolidation, and \$196,000 on the desktop side, exclusively from the support efficiencies available through Windows XP and, in no small part, Office XP as well. “We especially like the way the product’s Help and Support Center is laid out with task-based links, making it easier for users to address training and support issues themselves,” he says. “And because Office XP has more Wizards to aid in completing various Office tasks, users don’t need to call Systems Support as often as before, saving time for both parties.” All of which complements the larger desktop and server migration perfectly,” he adds. “Couple the Windows XP and Office XP migration with our move to an all-Microsoft environment on the server side, and it’s no wonder we’re anticipating major long-term benefits for IT and for users throughout the enterprise.”

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Jeff Khan
Manager of Network Planning
ACCO Brands Inc.

Windows XP Professional gives you the freedom to do what you want at home and at work – simply, reliably, and securely.

Microsoft

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