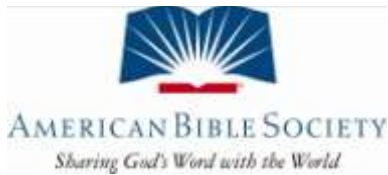




Windows Vista and the Microsoft Office System Customer Solution Case Study



Customer: American Bible Society
Web Site: www.americanbible.org
Customer Size: 250 employees
Country or Region: United States
Industry: Nonprofit
Partner: Quality Technology Solutions
Partner Web Site: www.QTSnet.com

Customer Profile

Founded in 1816 and based in New York, the American Bible Society publishes and provides the Bible to customers worldwide and offers outreach and ministry programs throughout the United States.

Software and Services

- Windows Vista™
- 2007 Microsoft® Office system
- Microsoft Solution Accelerator for Business Desktop Deployment 2007

Hardware

- Dell Optiplex GX620 desktops
- Dell Latitude D820 and Dell Precision M90 portable computers

For more information about other Microsoft customer successes, please visit:
www.microsoft.com/casestudies



Nonprofit Streamlines Workflow, Integrates Processes with New IT Environment

“With the deployment of Windows Vista and the 2007 Microsoft Office system, we are seeing major improvements in employee communications and collaboration, mobile productivity, and IT efficiency.”

Nick Garbidakis, Chief Information Officer, American Bible Society

IT executives at the American Bible Society (ABS) wanted to maintain a reliable and secure environment while automating workflow, integrating processes, and enhancing communications and collaboration. ABS installed new client hardware and deployed the Windows Vista™ operating system, the 2007 Microsoft® Office system, and a forms-automation solution that enables new employees to become productive in minutes instead of days.

Business Needs

Founded in 1816 and based in New York, the American Bible Society (ABS) publishes and provides various translations and versions of the Bible to customers worldwide. ABS also offers inter-denominational outreach and ministry programs throughout the United States, including literacy, missionary, and charitable activities.

In its IT environment, ABS relies almost exclusively on Microsoft® technologies at both server and client levels and has implemented powerful and sophisticated solutions based on those technologies. With an internal IT staff of less than a dozen, the

company works hard to maintain an easily accessible and productivity-enhancing environment for its 250 employees, nearly half of whom rely on portable computers to do their jobs effectively.

ABS is equally committed to maintaining the exceptional reliability, security, and cost-effectiveness of its IT environment—with good reason. Reliability and security are vital for maintaining the data integrity and confidentiality required by an organization whose revenue comes largely from donations and whose upper-level managers are traveling and accessing information remotely nearly 80 percent of the time. Cost-effectiveness is equally vital for the



organization's continued success as a not-for-profit entity.

Solution

With this commitment in mind, ABS recently decided to implement a new client infrastructure designed to help all employees keep better track of data and documents, streamline communications, enhance productivity, and to help mobile employees in particular maintain productivity and better serve ABS customers. As Nick Garbidakis, Chief Information Officer, explains, the new infrastructure also would support initiatives to help automate workflow and processes in a business environment that for decades had relied heavily on paper-based forms.

Toward that end, Garbidakis and his IT colleagues at ABS joined the Technology Adoption Program for the Windows Vista™ operating system and the Rapid Deployment Program for the 2007 Microsoft Office system. They also enlisted Microsoft Gold Certified Partner Quality Technology Solutions (QTS) to implement these technologies on new desktop and portable computers.

To deploy the Windows Vista operating system, experts from QTS first created a standard desktop-configuration image and collaborated with their counterparts at ABS to deploy it to 25 test users with the help of the QTS QuikDeploy™ methodology. Next, they began work on deployment to all desktops and portable computers at ABS with the help of the Microsoft Solution Accelerator for Business Desktop Deployment 2007, the Windows Vista ImageX Windows® disk-imaging tool, the User State Migration Tool (USMT), and the Application Compatibility Toolkit.

Finally, experts from QTS and ABS collaborated on plans for migrating an

enterprise-wide portal system based on Microsoft SharePoint® Portal Server 2003 to Microsoft Office SharePoint Server 2007. Specifically, they worked on the design, development, and deployment of a solution designed to automate the processing of System Access Request (SAR) forms—the paperwork required for the ordering and installation of computers, software programs, and network access assigned to newly hired employees.

Based on the Microsoft Office InfoPath® 2007 information-gathering program and Microsoft Office Forms Server 2007, the SAR forms-processing solution was the first solution deployed on the Office SharePoint Server 2007 portal at ABS.

Benefits

As Garbidakis reports, even early in the deployment project, he and his colleagues noticed substantive advantages from both an IT and a business-user point of view.

- **Rapid deployment.** With the “light touch” deployment approach provided by QTS and Microsoft methodologies and tools, QTS experts helped ABS IT staff members create a clean desktop-configuration image in half the time required for prior image creation. Moreover, by using Microsoft Solution Accelerator for Business Desktop Deployment 2007, they expect to carry out future deployments in the same rapid fashion, deploying each image to a given client in less than an hour, mostly unattended.
- **Manageability and security.** IT professionals have enjoyed a smooth transition, particularly the ease of being able to do away with administrative-level rights on client machines so as to guard them against spyware and other security

risks. Administrators also value the security advantages of the improved Group Policy controls and enhanced update-management support in Windows Vista.

- **Ease of use.** ABS business users are enjoying core usability features of Windows Vista and the 2007 Microsoft Office system, especially the ease of new document creation and formatting thanks to the comprehensive integration between InfoPath, Word, Excel®, and other Microsoft Office system components.
- **Workflow automation and process integration.** Through the automated SAR forms-processing solution, the company will help to ensure that computer systems are ready for new employees within minutes or hours, instead of days. The solution will also help relieve stress on IT professionals, who no longer will be pressed to prepare a system “at the last minute,” and on hiring managers, who no longer will waste time searching for lost or delayed SAR forms.

“Automating the SAR forms is just the beginning,” Garbidakis says. “Ultimately, we will migrate dozens of forms to the portal and establish workspaces to make the forms and related information available to everyone for more efficient collaboration. Within the workspaces, we are especially looking forward to using the integrated search capabilities available through Windows Vista and the 2007 Microsoft Office system to help simplify the sharing of secure information, not only among employees but also among our valued customers, partners, and sponsors.”