



Architecture Firm Enjoys Home Use, Training Benefits of Software Licensing Program

Overview

Country or Region: United States
Industry: Professional services—
Architecture

Customer Profile

Founded in 1955 and headquartered in St. Louis, Missouri, HOK is a leading architecture/engineering/design firm worldwide.

Business Situation

HOK wanted to make the most of a deployment of the 2007 Microsoft® Office release by helping users work with the software at home and by offering flexible training options.

Solution

HOK began using the Home Use Program, Training Vouchers, and Microsoft E-Learning benefits available through the Microsoft Software Assurance program.

Benefits

- Greater user satisfaction
- Easier and more cost-effective training
- Support for future deployments

“Software Assurance really amplifies the advantages of our Office 2007 and Office SharePoint Server 2007 deployment.”

Dermot Delaney, Software Assurance Program Administrator, HOK

For greater collaboration and productivity, leading architecture firm HOK implemented the 2007 Microsoft® Office release and deployed the company intranet on Office SharePoint® Server 2007. To deliver the benefits of the software in the most efficient manner, the firm began using the Home Use Program, Training Vouchers, and Microsoft E-Learning benefits available through the Microsoft Software Assurance program. Today, HOK IT professionals and other employees are enjoying greater opportunities for learning the software, and the company is better prepared for future deployments.

“Almost daily I hear from staff members wanting to try Office 2007 at home.”

Dermot Delaney, Software Assurance Program Administrator, HOK

Situation

Founded in 1955 and employing 2,600 people, HOK (formerly Hellmuth, Obata + Kassabaum) is one of the top architecture/engineering/design firms worldwide for commercial and institutional construction. Some of its better-known projects include the National Air and Space Museum in Washington, D.C.; Terminal A at Boston Logan International Airport; and Lavasa Hill Station, a New Urbanism-inspired development near Mumbai, India.

Not long ago, seeking a more powerful and consistent approach to collaboration, HOK deployed Microsoft® Office Professional Plus 2007 to more than 2,600 client computer systems, and used Microsoft Office SharePoint® Server 2007 as the foundation of a new intranet. At the same time, the firm recognized that it needed a way to help employees make the most of the technology in a rapid and effective manner.

Solution

In response, HOK used some of the benefits of Microsoft Software Assurance (SA), a program available through the company's Microsoft Enterprise Agreement for software licensing. SA benefits are designed to support companies throughout the software life-cycle phases of planning, deployment, use, maintenance, and transition.

At HOK, the SA benefits used are the Home Use Program, Training Vouchers, and Microsoft E-Learning. HOK is considering the use of the Desktop Deployment Planning Services benefit for future technology deployments.

Benefits

With these Software Assurance benefits, HOK is helping all its employees to become familiar with the 2007 Microsoft Office system by making the software available for use on their home computers. It is also

simplifying training and helping IT staff members in particular to take advantage of on-site consultation for deployment planning.

From the Comfort of Home

The Home Use Program is the SA benefit most commonly used at HOK. The firm publicizes the program by highlighting it during new-employee orientations and by mentioning it on the company intranet. “Employees just need to let me know that they want the software, and for a token fee of \$19.95, they can order a copy of Office Enterprise 2007 to be delivered to them for their own personal use,” explains HOK's Software Assurance Program Administrator, Dermot Delaney.

Within a year of Office Professional Plus 2007 and Office SharePoint Server 2007 being deployed at HOK, several hundred HOK employees in the United States and Canada had taken advantage of the program and installed Office Enterprise 2007 on their home computers.

According to Delaney, those employees have used the program to help them become proficient in Microsoft Office 2007. “The transition from the 2003 release to Office 2007 was major, so it was helpful for employees to have the latest programs on their home computers,” he says. “In addition, these individuals can use the installation to do some of their work from home, instead of, say, having to spend longer hours at the office.”

Delaney reports that the Home Use Program is popular at HOK, with Microsoft Office Word 2007 and Office Excel® 2007 spreadsheet software being the most-used programs. “Almost daily I hear from staff members wanting to try Office 2007 at home,” he says.

Simplified and Cost-Effective Training

HOK uses SA Training Vouchers mostly at its St. Louis headquarters, for IT professionals to



Figure 1. HOK publicizes the Microsoft Software Assurance Home Use Program through its intranet, with a direct link to the program administrator.

learn Office SharePoint Server 2007 along with Microsoft SQL Server® 2005 data management software; Systems Management Server 2003, which was used for deploying Microsoft Office 2007; and System Center Configuration Manager 2007.

As Delaney explains, under SA these IT professionals can use the Training Vouchers with the Microsoft Certified Partner for Learning Solutions of their choosing. At HOK, Quilogy, New Horizons, Learning Solutions, and Premier Knowledge Solutions are the most commonly used. “Because SA Training Vouchers are targeted to a small group of highly technical individuals, those individuals are promoting it successfully just by word of mouth,” he adds.

Delaney says that SA Training Vouchers were essential in helping IT staff members learn and use Systems Management Server 2003 for the deployment of Office 2007 and Office SharePoint Server 2007. “With SA Training Vouchers, we optimized the valuable time and talents of our IT professionals,” he

reports. “In so doing, we helped them to deliver Office 2007 and SharePoint Server 2007 to other employees that much faster.”

Delaney and his colleagues are looking forward to benefiting even more from SA Training Vouchers when the company launches several strategic business initiatives based on the integration of Microsoft Office 2007 and Office SharePoint Server 2007. The solutions that emerge from these initiatives will incorporate shared calendars and contacts, Microsoft Office PowerPoint® libraries, Office InfoPath® forms integrated with SharePoint sites, dashboards using Excel Services in Office SharePoint Server 2007, and business intelligence.

Support for Future Deployments

HOK also has begun to use Microsoft E-Learning, an SA benefit similar to SA Training Vouchers except that the training is delivered online rather than in a classroom. HOK is also considering the use of Desktop Deployment Planning Services, an SA benefit that provides on-site support from a Microsoft Certified partner for new deployments, customization, and other projects.

Delaney and his colleagues are confident that the SA benefits will be especially helpful as HOK launches new projects stemming from the deployment of Microsoft Office 2007 and Office SharePoint Server 2007. “Whatever SA programs we eventually use with these future deployments, we anticipate significant benefits throughout the company,” Delaney says. “Software Assurance really amplifies the advantages of our Office 2007 and Office SharePoint Server 2007 deployment.”

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about HOK services, call (314) 421-2000 or visit the Web site at: www.hok.com

Microsoft Office System

The Microsoft Office system is the business world's chosen environment for information work, providing the programs, servers, and services that help you succeed by transforming information into impact.

For more information about the Microsoft Office system, go to: www.microsoft.com/office

Software and Services

- Microsoft Office
 - Microsoft Office Professional Plus 2007
 - Microsoft Office SharePoint Server 2007
- Microsoft Server Product Portfolio
 - Microsoft Systems Management Server 2003
- Services
 - Microsoft Software Assurance Program