



## Windows Vista and the Microsoft Office System Customer Solution Case Study



**Customer:** Hughes Hubbard & Reed LLP  
**Web Site:** [www.hugheshubbard.com](http://www.hugheshubbard.com)  
**Customer Size:** 900 employees  
**Country or Region:** United States  
**Industry:** Law  
**Partner:** Quality Technology Solutions  
**Partner Web Site:** [www.QTSnet.com](http://www.QTSnet.com)

### Customer Profile

Hughes Hubbard & Reed provides corporate and litigation counsel to major businesses worldwide. Founded in 1888, the firm today has five offices in the United States and two overseas and employs 900 people, including 350 attorneys.

### Software and Services

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

### Hardware

- Dell Latitude D820
- Dell Optiplex GX620
- Dell Precision M90

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[www.microsoft.com/resources/casestudies](http://www.microsoft.com/resources/casestudies)

## Renowned International Law Firm Enhances Productivity, Security, and Efficiency

“Users will enjoy shared workspaces that are easily controlled, and will be able to access documents internally and over the Internet through a single, secure sign-on.”

Steve Sommer, Chief Information Officer, Hughes Hubbard & Reed LLP

*At the international law firm of Hughes Hubbard & Reed, attorneys and other professionals needed a more powerful, secure, and efficient computing environment. The firm decided to upgrade to the Windows Vista™ operating system and the 2007 Microsoft Office system. Actual and anticipated benefits include rapid deployment, more efficient use of attorneys' valuable time, enhanced security, and easier team collaboration.*

### Business Needs

Hughes Hubbard & Reed LLP has provided high-end legal counsel to businesses for more than a century. Based in New York and serving clients worldwide, the firm is known for using technology to help deliver the very highest standards of client service. Toward that end, the firm is aggressive in identifying any obstacle to productivity or security that can be resolved with technology.

Recently, desktop performance began to pose exactly such an obstacle. “Our attorneys and other staff members often collaborate in a way that requires that a dozen applications be running or a dozen versions of a document be open at any given

time,” says Steve Sommer, Chief Information Officer, Hughes Hubbard. “They need PCs that can act like servers but in the 32-bit Windows XP and Office 2003 environment, that’s not what they had.”

Another requirement was safeguarding data, especially for those attorneys working outside the office. As Leanore Naphtali, Director of Enterprise Networks, Hughes Hubbard & Reed, explains, many of the firm’s attorneys spend up to half their time on the road, where a mobile computer can be left behind in an airport or taxi cab. “Our attorneys work with highly confidential data, concerning high-profile clients in high-stakes cases,” she says. “It is essential that we take



the most stringent measures available against data theft.”

Whether working onsite or offsite, attorneys, paralegals, and legal secretaries also needed an easier way to work with one another, clients, outside co-counsel, and opposing counsel. “Collaboration is a vital part of the legal environment, and Hughes Hubbard needs a consistent way to provide secure, supportable, and easily accessible workspaces to internal and external users alike,” Sommer says.

## Solution

To address these concerns, Sommer and his colleagues at Hughes Hubbard decided to upgrade to the Windows Vista™ operating system and the 2007 Microsoft Office system. Under the leadership of Microsoft Gold Certified Partner QTS, Sommer’s team completed a pilot deployment of Windows Vista and the Microsoft Office PowerPoint® 2007 presentation graphic program and established near-term plans for a production deployment, which will include a migration of most client hardware to 64-bit architecture.

Once the upgrade is complete, the team will deploy the complete 2007 Microsoft Office system, including a search portal based on Microsoft Office SharePoint® Server 2007 and a collaboration solution based on Microsoft Office Groove® 2007.

## Benefits

Based on early results from the pilot deployments of Windows Vista and Office PowerPoint 2007, as well as a presentation-library solution built on PowerPoint 2007, Sommer, Naphtali, and their colleagues are reporting solid benefits in terms of productivity, security, and operational efficiency.

■ **More efficient marketing.** With the presentation-library solution built on Office PowerPoint 2007, Hughes Hubbard is providing attorneys and marketing professionals an easy way of building consistent, standardized, and highly targeted presentations for prospective clients.

“One third of our attorneys are involved in new-business acquisition, and with this library they can create compelling presentations faster and with less frustration,” Sommer explains. “This means that less of their valuable time is spent on non-billable work, a potentially significant savings considering the dozens of such presentations we create each year.”

■ **Higher productivity.** Sommer says that once the firm installs 64-bit client hardware, it will take advantage of the support in Windows Vista for this architecture to give attorneys and others a more robust working environment. “In the past, users could comfortably have 10 documents on the desktop at a time, but with this environment they can have more like 40,” he points out. “Consequently, they’ll work more confidently and efficiently, saving up to an hour each day.”

■ **Comprehensive collaboration.** Attorneys also will find it easier to collaborate inside and outside of the firm’s IT firewalls once it has implemented Office Groove 2007 as well as a document-access portal based on Office SharePoint 2007 and the firm’s third-party document-management solution. “Users will enjoy shared workspaces that are easily controlled, and will be able to access documents internally and over the Internet through a single, secure sign-on,” Sommer notes.

“Such solutions, on top of the overall advantages of Windows Vista and Office 2007, present a very compelling vision.”

■ **Stronger security.** With the User Account Control, USB Lockable Storage, and BitLocker™ Drive Encryption available through Windows Vista, Hughes Hubbard attorneys who are working remotely have greater assurance than ever that vital data is safeguarded, explains Sommer.

■ **Easier IT support.** Another security-related advantage comes for on-site users, with their ability to access the applications they want without needing administrator privileges at the client level. “This means users will no longer be able to inadvertently change their security settings, reducing the risk of viruses and lock-ups,” Colleen Hegel, Help Desk Manager, Hughes Hubbard & Reed. “As a result, we expect a reduction in help-desk calls of 25 to 30 percent.”

■ **Faster deployment.** Through QTS’s use of the Microsoft Solution Accelerator for Business Desktop Deployment, initial efforts to deploy Windows Vista took just 20 percent of the time required for similar projects in the past, according to Hegel. “Attorneys tend to tolerate only the most minimal interruption in the use of their computers,” she says. “This makes rapid deployment a critical advantage in our business.”