



MICROSOFT WINDOWS XP PROFESSIONAL CUSTOMER SOLUTION



Microsoft Windows XP Professional Deployment Will Enable Leading Satellite Manufacturer to Boost Productivity, Enhance Security, Reduce Support Costs

Solution Overview

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With its deployment of Microsoft® Windows® XP Professional, Orbital Sciences Corporation will have a uniform and consistent desktop operating system throughout the enterprise for the first time in its 19-year history. For the company's 1,800 employees this will mean enhanced productivity and convenience, and for IS executives it will mean an increase in system security and a dramatic reduction in support and administration costs.

Customer Profile

Founded in 1982, Orbital Sciences Corporation designs, manufactures, operates, and markets a broad range of space-related products and services. The company is headquartered in Dulles, Va., employs 1,800, and recorded \$450 million in business sales in 2000.

Business Situation

Independently developed IS standards and practices at Orbital's numerous facilities complicated cross-geographic functions and resulted in continually escalating support costs.

Solution

Benefits

Reduced IS support and administration costs, enhanced employee productivity, greater system security

Software and Services

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

Scenario

TCO, productivity, mobility, security

Client Infrastructure

2,400 desktops and laptops

Hardware

Compaq and Dell servers, Compaq; Dell, Toshiba, and Micron desktops and laptops; Toshiba and IBM ThinkPad laptops. Network: 100-base-T Ethernet to the desktop. Cisco and Alcatel network controllers

Situation

Founded in 1982, Orbital Sciences Corporation designs, manufactures, operates, and markets a broad range of space-related products and services. These include launch vehicles and programs, satellites and related space systems, and mapping and land-information systems.

With two major facilities in the continental United States and satellite launch sites in locations ranging from the East Coast to Alaska to Hawaii and beyond, Orbital recently faced a problem not uncommon in its industry: the aggregation of autonomous business units with independently developed IS standards and practices. Not surprisingly, this situation complicated cross-geographic functions and resulted in escalating support costs.

Solution

To meet this challenge, IS executives decided to deploy Microsoft Windows 2000 Server on servers and Microsoft Windows XP Professional on clients throughout the enterprise. Working with ESC Consultant Peter Meister of the Microsoft Mid-Atlantic Field Office in Washington, D.C., Bell and his colleagues will deploy Windows XP to some 2,400 desktops and laptops at Orbital facilities worldwide.



Benefits

Keeping IS Costs Down, Raising User Productivity

Chief Information Officer Ken Bell and his colleagues look forward to a number of advantages from the Windows XP Professional rollout. At the top of their list is controlling and lowering the company's total cost of technology ownership. "For the first time in Orbital's history our client infrastructure will run a single operating system, instead of four or five," Bell says. "With our parallel deployment of Office XP Professional, those machines also will run a uniform and consistent set of desktop-productivity applications, resulting in significant cost savings in terms of support, administration, and training."

At the same time, Bell firmly believes users must be free to work with familiar engineering, line-of-business, and custom applications—even though those applications may run under a number of different client operating systems. For this reason he and his colleagues appreciate the application-compatibility capabilities of Windows XP. "By running applications designed for earlier operating systems in a 'virtual operating-system space' Windows XP should give us the best of both worlds," he explains. "We expect to have the additional reliability, stability, and security of Windows XP while users maintain their productivity by working with the applications they know best."

Bell notes, however, that maintaining employee productivity is just the beginning. In fact, with Windows XP, he expects overall productivity to be significantly enhanced. "We fully expect to see faster loading of applications, which is especially important for those complex engineering and spreadsheet systems on which more than half of Orbital's business users depend to get their jobs done," he says. Bell also considers platform stability a key factor in user productivity, and for that he gives Windows XP high marks as well. "Rebooting takes time and tries patience, so the nearer we can get to eliminating that chore, the more satisfied and productive our users will be," he says. "Fewer reboots also will mean fewer calls to the help desk, further reducing support costs."

Desktop Consistency Cuts Costs, Enhances Security

According to Orbital Network Administrator Sean Stecker, the cost of support is an area that Windows XP Professional is addressing with various capabilities. Chief among them is the Windows XP Policy-Based Desktop Management. Stecker is confident that with it, administrators will be able to ensure the consistency of everything from encryption levels and anti-virus protection to the location and content of a taskbar on the desktop. They'll also be able to control the type of peripherals that may or may not be connected to a system.

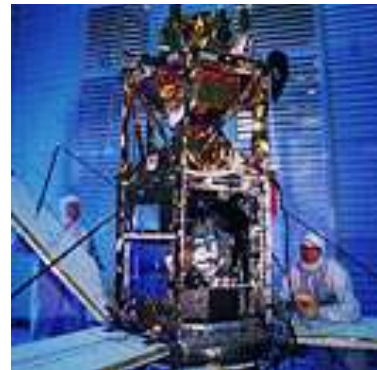
"Considering that Orbital has many remote sites without their own IS support, it's crucial that we can deploy and configure systems in a specific way and be certain they'll stay that way," Stecker says. "Being able to do this from a single location should save us money on support and system upkeep and help to make desktops throughout the enterprise more secure."

Remote Services Benefit Mobile Employees

Orbital's numerous remote sites and mobile users—who are either traveling among internal sites or working at customer sites—are expected to benefit significantly from a Windows XP feature known as the Remote Desktop. As Stecker explains, "With Remote Desktop a user can dial into his or her office computer using a terminal-services session, which essentially transforms the

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Chief Information Officer
Orbital Sciences Corporation



Launched in 1997, **the Orbital OrbView-2 Satellite** enables NASA scientists to better understand the earth's carbon-cycle processes and their effects on global-warming trends.

Microsoft

computer he or she is using into a remote terminal. This provides convenience for mobile users who need to access files or data on their office PCs while maintaining a far more secure connection than with Internet-based remote access.”

The distributed nature of the Orbital workforce also makes a related Windows XP feature known as Remote Assistance essential. “IS support is minimal or nonexistent at some of the distant locations from which we launch communications satellites,” Stecker explains. “So engineers working at those sites depend on having fast and easy access to someone who can diagnose and solve a problem with their computers.”

With Remote Assistance, a support specialist at a major site in Virginia or Arizona can access a computer, diagnose the problem, and provide a solution with the remote user looking on or not, as he or she chooses. As Stecker points out, “This should save time and headaches for remote users, not to mention the tremendous costs of sending a support specialist out to the site.”

Managed Password Option Simplifies IS Tasks

For those employees working remotely who happen to be IS specialists, Windows XP Professional provides a valuable feature in the Managed Password options, according to Stecker. Using this feature, these individuals can access their choice of servers in any internal domain without having to enter a new username and password each time or having to change the domain membership of their own machines.

“Essentially, Managed Password will enable administrators or IS staff members to access the resources of a domain without the need to manually ‘join’ and ‘unjoin’ it,” Stecker says. “This will save the 15–20 minutes of time typically required for these tasks and eliminate the likelihood that the users’ profile settings will be lost when they return to their own machines.”

Stecker, Bell, and their colleagues at Orbital are eager to begin taking advantage of these and other capabilities of Windows XP Professional. They won’t have to wait for long if their deployment activities proceed as planned. Although it will be late 2002 before the full deployment is complete, they fully expect to complete half the client installations by the end of 2001.

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

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