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| OverviewCountry or Region: IndiaIndustry: IT ServicesPartner ProfileLaunched in 1998 in Bangalore, India, Systech Services provides small businesses with full-service technical support and consulting, as well as hardware and software sales.Business SituationSystech needed a more economical, resourceful platform that would cater to budget-minded customers, while streamlining their internal support capabilities.SolutionWith Windows 7, Systech Services has greatly improved its support capabilities and the value of its software offerings, as well as their own internal efficiency.Benefits* Cuts help desk time by 20%
* Allows more frequent backups
* Leverages existing hardware
 |  |  | “[Problem Steps Recorder] has the potential for big time savings.”Krishna Kishore, Business Development Manager, Systech Services |
|  |  | Based in India, Systech Services provides small businesses with comprehensive, turnkey technology solutions. Their services span the full cycle of technology solutions: planning and discovery, setup and integration, ongoing monitoring and management, and help desk functions. They also offer some hardware and software sales.Since its launch in 1998, Systech has enjoyed steady growth and has gained a solid reputation as one of the most reliable, customer-focused IT providers in India. The company’s 17 engineers and technicians focus on premium service, ongoing internal education, and innovations designed specifically for today’s busy, budget-conscious businesses.By deploying the Windows® 7 operating system, Systech has been empowered to offer its clients an unsurpassed level of service, especially for troubleshooting technical issues. |
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Situation

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| “Windows 7 Professional is the recommended choice for small businesses, where security and productivity are critical.”Mike Ybarra, Windows General Manager, Microsoft Corporation |

With small and medium-sized businesses comprising 80% of its client base, Systech is very familiar with the unique challenges faced by companies that don’t have the resources of larger corporations. Their clients are very cost-sensitive, and it can often be a struggle for Systech to help business managers recognize the value of investing in technical services.

Krishna Kishore, the company’s Business Development Manager, is tasked with generating more qualified leads and closing more sales. He needed a value-rich platform that would make it easier for him to convince customers of the strategic value of Systech’s solutions.

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| “We’re the point of contact for our small business customers that need solutions for their technical problems. We need the resources to respond quickly and productively.”Krishna Kishore, Business Development Manager, Systech Services |

Quality of support is paramount to the success of Systech’s help desk department. While some of their customers have on-site IT departments, many others do not. For those who don’t, “we’re the point of contact for our small business customers that need solutions for their technical problems,” says Kishore. “They come to us when they need troubleshooting, and we need the resources to respond quickly and productively.” He estimates that roughly 30% of all support calls require an on-site client visit to diagnose and resolve the issue, since many non-technical administrators have trouble explaining it over the phone.

Systech also sought a feature-rich platform that would offer more control over the interface and desktop display, improved power management, and more reliable backup functions, all of which would help reduce the duration of tasks and streamline daily operations.

Solution

The new Windows 7 Professional operating system from Microsoft® offers the speed, stability, and scalability demanded by small businesses and the companies that serve them. “Windows 7 Professional is the recommended choice for small businesses... where security and productivity are critical,” notes Mike Ybarra, Windows General Manager at Microsoft. After deploying Windows 7 internally, Kishore and his team were highly impressed by the system’s advanced features and functionality, as well as its overall ease of use and reliability.

Benefits

A New Level of Support

With the Problem Steps Recorder feature, Systech’s help desk capabilities have greatly expanded. Instead of dissecting technical issues through long phone calls or visits to client locations, the support team can quickly diagnose problems by having the customer record screen shots and keystrokes. Technicians can also use Problem Steps Recorder to record visual training materials for customers. “[Problem Steps Recorder] has the potential for big time savings and far fewer remote troubleshooting visits for us,” Kishore notes.

The Windows 7’ Action Center has also helped to streamline Systech’s support process. By presenting all system maintenance alerts and security information in one central, easily navigable location, the Action Center reduces the plethora of confusing system messages that used to prompt an influx of help desk calls to Systech.

Leveraging Existing Investments

The economical design of Windows 7 makes it a popular choice among Systech’s budget-minded clients. Since it’s not resource-hungry, it can run efficiently on most pre-existing hardware, requiring a minimal cost investment for big improvements in features and reliability.

“People want new technology, but they’re reluctant to pay for new hardware,” Kishore says. “If they can use the same PCs and servers they already have, they’ll be much more likely to find room in their budgets for the new Windows 7 platform.”

Power Management

Another key advantage of Windows 7 is the improved power management capabilities. Kishore appreciates the extended battery life, a big convenience for mobile consultants. The platform’s efficient, low-resource design also requires less power to run, a major benefit in light of India’s high electricity costs.

Peace of Mind

Before Windows 7, Systech’s backup strategy was time-consuming and not as reliable as it would have liked. Now, with the Advanced Backup functionality in Windows 7, Kishore and his team are able to capture an image of the entire network with just one click, making full system restores almost effortless. The Restore Previous Version feature extends that protection by allowing users to instantly restore the last version of a document in the event that it’s accidentally deleted.

Windows 7

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| Software and Services* Products
* Windows 7 Professional
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For more information about Systech Services products and services, call + 91 80 4120 9911 or visit the Web site at: [www.teamsystech.com](http://www.teamsystech.com)

Faster and more reliable: Windows 7 will help your organization use information technology to gain a competitive advantage in today’s new world of work. Your people will be able to be more productive anyway. You will be able to support your mobile work force with better access to shared data and collaboration tools. And your IT staff will have better tools and technologies to enhance corporate IT security, data protection, and more efficient deployment and management.

For more information about Windows 7, go to: [www.microsoft.com/windows/business](http://www.microsoft.com/windows/business)