For more information about Windows 7, go to:

[www.microsoft.com/windows/windows-7](file:///C%3A%5CData%5CWORD97%5CTEMPLATE%5CWriteImage%5CCEP%202009%20Refresh%5Cwww.microsoft.com%5Cwindows%5Cwindows-7)

**Customer:** Fortis Healthcare Ltd.

**Web Site:** www.fortishealthcare.com

**Customer Size:** 100-5,000

**Country or Region:** India

**Industry:** Healthcare

**Partner:**

Customer Profile

Fortis Healthcare Limited is one of the leading chains of hospitals and a leader in healthcare consultancy in India which is benchmarked to international standards. It is a growing healthcare provider in India that has taken its total operational hospital strength to 29 hospitals.

Software and Services

* Products
* Windows® 7 Professional

Hardware

PIV and above, 512 MB RAM-2GB of RAM Speared across on Desktops and Laptops

Mr. J.S. Puri, VP-IT

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| Windows 7Customer Solution Brief |
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|  |  |  | Healthcare Company Goes Green, Reduces Costs |
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“Windows 7 utilizes lesser resources to deliver a richer users’ experience. Focus on one big quantifiable benefit.”

Name, Designation, Fortis Healthcare Ltd.

Founded in 1996 Fortis Healthcare is world class health care delivery system in India, including the finest medical skills and patient care. It upgraded to Windows® 7operating system as part of technology enhancement programme. The organization has seen an improvement in IT management due to faster deployment, and energy and cost savings. The company expects to benefit from cost reduction by at least 30 percent due to lesser support requirements and reduced power consumption.

Business Needs

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Fortis has footprint across the country with over 9000 employees and the annual revenues of INR 1000 crores. A part of the service industry, it believes in the adoption of latest technology to constantly enhance productivity and most importantly customer satisfaction.

Fortis Healthcare uses more than 600 desktop and portable computers with Windows XP as the operating system. Mr. J. S. Puri, VP-IT, Fortis Healthcare Ltd. comments, “Though we were didn’t had any issues with our existing operating system XP but we were interested in harnessing the uses of latest technology and had firm belief that the latest operating system will definitely enhance the functionality and save resources at our end.”

Solution

“We, at Fortis Healthcare, evaluated Windows 7 and found it much lighter and faster when compared to the previous versions of Windows operating systems like XP,” says Mr. J. S. Puri, VP-IT,, Fortis Healthcare Ltd.

In October 2009, Fortis Healthcare deployed Windows 7 in a test environment of 50 computers for across the organization from technicians, doctors, administrators, and IT team. “We needed to ensure that Windows 7 would be compatible with our existing applications.”

Mr. J. S. Puri, continues, “We were highly impressed by its excellent performance, speed and low memory utilization. At the same time, it possesses excellent application compatibility with our existing applications. Boot time is amazingly short, and all our peripherals work well with Windows 7.”

Mr. J. S. Puri, VP-IT, Fortis Healthcare Ltd. explains, “We are planning to utilize Bit Locker and Bit Locker To Go feature to its fullest for encryption of storage devices thereby enhancing the security. At the same time with AppLocker, system administrators can control the access to applications on corporate network. “

Benefits

Along with, the new operating system reduces deployment time, cost and IT management tasks. “The best thing about Windows 7 is it’s not resource hungry and provides rich users’ experience. We expect to reduce operational cost, improve performance and trim energy consumption using the power management features,” says Mohan Pant Manager –IT, Fortis Healthcare Ltd.

Going Green

Being environmental conscious, Fortis Healthcare exhibits support to green initiative in a small way, by upgrading to Windows 7. Significant amount of electricity is saved using the improved power management tools in Windows 7. It has amazing set of power saving features like turning off display to putting the system to asleep and excellent resume speed to reduced idle time.

**Higher Return on Investment**

Windows 7’s reasonable hardware requirements eliminate the need to purchase new hardware. “Windows 7 allowed us to invest bare minimum on upgrading the hardware and hence there return on investment is much higher,” says Mr. J. S. Puri, VP-IT, Fortis Healthcare Ltd.

**Optimizes Virtual Desktop Infrastructure**

Universal users’ demand is faster system performance for all the applications irrespective of their PC specifications. Hence Windows 7 provide with Microsoft Desktop Optimization Pack which provides Fortis Healthcare with several valuable benefits and drastically change the desktop management. It permits users to manage different virtual environments as per the requirements of the applications they are working on, without the calls to the support team. Thus time, complexity of re-installation as per applications requirements and calls to help desk, all are reduced.

“We can more easily deploy, use, update and terminate the applications with better results. It results in fewer conflicts between applications, allows faster and easier application updates and permits multiple versions to run efficiently,” explains Satvinder Pal Singh DGM -IT Fortis Healthcare Ltd.

**Improves Security Measures**

Fortis deals with highly sensitive patients’ information along with company’s own data. Henceforth it lays high emphasis on the importance of security and desires to take it forward with Windows 7’s enhanced functionalities. Bit Locker and Bit Locker To Go take the security to another level where the fear of information leakage or data theft is totally eliminated. Access is granted only to authorize users and data is secure even on stolen or improperly decommissioned computers.

“Windows 7 is much lighter, quicker and far better than Windows XP. With quick startup, enhanced GUI and user friendly interface, it is a complete platform for any user. Moreover the performance is excellent as compared to any other operating system,” concludes J.S. Puri, Vice President – IT Enterprise Solutions and Corporate Affairs, Fortis Healthcare Ltd. “We see lot of value in the Enterprise features of Windows 7 which helps us optimally use our resources, reduce bandwidth usage and therefore reduce operational costs.”