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| OverviewCountry or Region: IndiaIndustry: IT Services and SolutionsPartner ProfileAblaze Infosys provides leading IT services and solutions, including helpdesk and on site support, as well as customized integration services for small- to medium-sized businesses across the region.Business SituationAblaze Infosys wanted to provide faster, easier ways of communicating IT issues for its customers, and better and easier remote connectivity for its’ in-house staff.SolutionBy deploying Windows 7, Ablaze Infosys was able to reduce IT resolution time and provide more remote support, resulting in faster solutions and more productivity for everyone involved.Benefits* ~4,000 hours saved annually
* ~70% of tickets solved remotely
* ~30% faster resolution time TTR
 |  |  | “Windows 7 is just faster overall. It starts faster, resumes faster, and responds faster than anything I’ve seen, so users know they can accomplish more in less time. This system is really a win-win for everyone.”Vivek Gupta, Founder and Director, Ablaze Infosys |
|  |  | In 2000, Vivek Gupta launched Ablaze Infosys, an IT services and solutions company that today has become one of the fastest-growing IT companies in India, providing customized solutions and services to more than 170 small- to medium-sized businesses across the country.Since Ablaze Infosys offers on-site solutions to its customers, having reliable mobile technology is imperative to success. In addition, the company’s leaders wanted to find a way to reduce the time it took to solve help desk issues so IT staff could spend more time focusing on developing innovative new solutions toserve its growing client base.With the power of the Windows® 7 operating system, Ablaze Infosys found a fast, stable, intuitive way of reducing IT solution times, enhancing mobile capabilities and boosting productivity for both its employees and customers. |
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Situation

Ablaze Infosys’ customers wanted to find a way to simplify and improve the way they communicated IT issues so they could get them resolved faster. It was often difficult for customers, who are largely non-technical, to translate the issue in enough detail, resulting in technicians having to travel to customer sites to diagnose the problem before beginning work to find a solution. This took several hours or in some cases up to half a day, causing frustration and loss of productivity for both parties.

Since Ablaze Infosys’ technicians were often tasked with working on-site for special assignments, they required a stable, efficient system that would enable them to work for many hours in the field. Legacy systems often consumed significant amount of energy and would take several minutes to locate available wireless networks and printers, which the technicians then had to review in order to find the right one.

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| “Now that we have Problem Steps Recorder, we can solve 60-70 percent of [on-site help desk requests] remotely, reducing unproductive commuting time and saving us – and our customers – hundreds of hours over the course of a year.”Vivek Gupta, Founder and Director, Ablaze Infosys |

 It became clear to Ablaze Infosys that it had to find a better way to communicate and resolve IT issues, and improve remote access in order to solve issues faster and enhance productivity for everyone involved.

Solution

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| “We’re putting in all the right ingredients: simplicity, reliability and speed.”Steve Ballmer, Chief Executive Officer, Microsoft Corporation |

To accomplish this, Ablaze Infosys, a Microsoft® Gold Certified Partner, deployed Windows 7 Professional on its own PCs, and those of its customers. Since Windows 7 is a fast, efficient, and reliable system, users spend less time communicating and solving IT issues. As Steve Ballmer, Chief Executive Officer of Microsoft pointed out in early 2009, “We’re putting in all the right ingredients: simplicity, reliability and speed.”

With this new operating system, users can communicate IT issues clearly and effectively, so technicians can solve them in less time. A new feature enables users to take step-by-step screenshots of every issue and share these images with their technicians remotely, so both users and technicians can see what is happening without having to spend hours recreating the issue before being able to solve it.

This system is also built with an energy-efficient design, which automatically shuts off components when not in use and adjusts screen display brightness for changing conditions. With the improved networking capabilities, users can now rely on their laptops lasting longer and being able to find the right networks faster than ever before.

Benefits

Reducing Costly Downtime

The Windows 7 Problem Steps Recorder feature facilitates faster solutions with its ability to take step-by-step screen recordings of every issue. With previous systems, users had to try to explain what was happening to technicians, who in turn had to try to recreate the problem before being able to test a solution and provide the fix. Now, solving issues is simple and hassle-free, reducing frustration and costly downtime.

Vivek points out that this feature is particularly helpful for Ablaze Infosys’ customers and technicians, as it removes language barriers. “The English literacy level in this region is often quite low, so it is understandably challenging for our customers to try and explain issues to our technicians in exact detail. Because of this, our technicians have to travel up to 100 km to visit a customer’s site and then recreate, diagnose and solve problems, which could take up to half a day,” he said. “Now that we have Problem Steps Recorder, we can solve 60-70 percent of these cases remotely, reducing unproductive commuting time and saving us – and our customers – hundreds of hours over the course of a year.”

One of the most devastating occurrences in any business is the accidental or unexpected loss of a document. If a system crashes or loses power, or if a user accidentally deletes an important file, several hours could be lost due to having to reassemble vital information.Windows 7 Advanced Backup enables users to back up a single PC – or the entire network. The Restore Previous Versions allows users to return to an earlier version of a file if it is accidentally deleted or modified.

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| “The enhanced laptop battery life with Power Management, the intuitive network connectivity via Network Connection Wizard, and Location Aware Printing, are all integral components that allow us to serve our clients quickly and efficiently.”Vivek Gupta, Founder and Director, Ablaze Infosys |

“Advanced Backup and Restore Previous Versions are probably the best features of Windows 7,” says Gupta. “They make our clients feel safer because if they do accidentally delete important information, we can help them retrieve it remotely, saving them time and anxiety.”

Boosting Productivity

Ablaze Infosys often sends its technicians to its customers’ places of business to address IT issues or work on special long-term assignments. So it is crucial for IT professionals to have a long-lasting and reliable system that easily adapts to new network environments.

With Windows 7 Power Management, laptops now can last longer than ever before. This feature automatically shuts down applications that are not in use and even adjust screen brightness to save on energy consumption.

Another valuable feature for mobile computing is Location Aware Printing, which detects the default network printer in any setting. Also, Network Connection Wizard helps detects the right wireless connections in new environments to help Ablaze Infosys’ staff to get set up and running quickly in each new setting.

“The networking solutions included with Windows 7 are incredibly useful for us,” says Gupta. “We often send technicians out to our customer sites to help them with routine technical issues, in addition to the on-site visits made for solving help desk issues. The enhanced laptop battery life with Power Management, the intuitive network connectivity via Network Connection Wizard, and Location Aware Printing, are all integral components that allow us to serve our clients quickly and efficiently.”

The Partner Opportunity

Ablaze Infosys now sees more opportunity to strengthen and grow customer relationships as the company continues to expand into the future. With reduced IT resolution time and more streamlined remote access, the company can focus more energy on large-scale customer deployments and innovative strategic projects.

According to Gupta, the new efficiencies in Windows 7 help give time-pressured employees and customers more productive work days. “Windows 7 is just faster overall. It starts faster, resumes faster, and responds faster than anything I’ve seen, so users know they can accomplish more in less time” he said. “This system is really a win-win for everyone.”

Windows 7

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| Software and Services* Products
* Windows 7 Professional
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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:

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