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| Overview  Country or Region: India  Industry: Automotive Engineering Services  Customer Profile  APRA provides methyl gas conversion systems to after-market automotive customers throughout Gurgaon, India.  Business Situation  APRA’s accounting and procurement department began experiencing significant productivity losses due to sluggish system performance, inefficiency, and downtime to slowed problem resolution.  Solution  With Windows 7, APRA has improved productivity by boosting system performance, speeding up everyday tasks and file searches, and reducing time-to-resolution for help desk issues.  Benefits   * 150 desk-side help hrs saved * Staff productivity up ~20% * ~10 minutes faster boot-ups |  |  | “Windows 7 simply never crashes.”  Ashu Raina, IT Director, APRA Engineering Services |
|  |  | Based in Gurgaon, India, APRA Engineering Services is a leader in methyl gas conversion systems in the region. Its staff of 25, supported by a small operations team responsible for administration, accounting, and IT rely on computing systems to get their jobs done.  Recently, APRA began experiencing significant productivity losses due to system crashes, slow boot up, inefficient business processes, and downtime due to desk-side IT support – all of which were slowing operations and impacting profitability. The company needed a solution that would improve system performance and reliability, and increase productivity.  By deploying the Windows® 7 Professional operating system, APRA improved staff productivity by speeding up access to information and improving system reliability while simplifying daily tasks and reducing time-to-resolution for help desk issues. |
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Situation

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| “I believe Windows will remain at the center of people's technological solar system. We're putting in all the right ingredients: simplicity, reliability and speed.”  Steve Ballmer, Chief Executive Officer, Microsoft Corporation |

APRA engineering retrofits vehicles with Tartranie CNG conversion kits, to enable them to run on propane rather than gas, for a cleaner running engine that saves money. The profitability of the company depends heavily on the efficiency of its support operations, so when the company’s accounting and procurement organizations began experiencing significant productivity losses due to sluggish system performance and process inefficiencies, it realized it needed to solve its problems quickly.

“Our staff members waited 10-12 minutes just to start work, as systems booted up slowly and were crashing more often,” says Ashu Raina, IT Director at APRA. “We were losing valuable time every week.”

Excessive time was also being spent on redundant tasks such as manipulating documents, and searching for documents and files, while IT support calls were resulting in 3-4 hours of employee downtime every week. The company needed a solution that would increase efficiency, and productivity, while reducing downtime. APRA found the solution it was looking for with Windows 7.

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| “We used to wait 10-12 minutes for boot up with our legacy operating systems. With Windows 7, systems boot up in less than a minute, and employees get to work faster.”  Ashu Raina, IT Director, APRA Engineering Services |

Solution

APRA deployed Windows 7 in 2009. Windows 7 increases system performance by making PCs faster, more reliable, and more responsive. Employees get more done as Windows 7 simplifies time-consuming, everyday tasks – so they spend less time searching for and manipulating information, and more time on core business activities. Powerful diagnostic and troubleshooting features enable users to resolve more issues themselves, while reducing time-to-resolution for those issues that require help desk support.

According to Steve Ballmer, Chief Executive Officer of Microsoft® Corporation, Windows 7 includes functionality that businesses like APRA are looking for. “I believe Windows will remain at the center of people's technological solar system,” he says. “We're putting in all the right ingredients: simplicity, reliability and speed.”

Benefits

Speeding Up Performance, Improving Reliability

Windows 7 is a more responsive operating system that enables users to work more and wait less. The sFaster feature enables users to start using their PCs quickly, with faster startup, shutdown, sleep, and resume from standby. “We used to wait 10-12 minutes for boot up with our legacy operating systems,” recalls Raina. “With Windows 7, systems boot up in less than a minute, and employees get to work faster.”

In addition, APRA’s users now experience fewer interruptions due to the increased system reliability of Windows 7, and APRA could not be more pleased. “Windows 7 simply never crashes,” says Raina.

Simplifying Everyday Tasks

Windows 7 desktop personalization features increase productivity by speeding up redundant tasks such as comparing documents, and copying data from one file to another, and searching for files and documents used every day.

Windows 7 Aero® Enhancements enable users to instantly arrange windows side-by-side – without wasting valuable time on rearranging and re-sizing. Users can also minimize or maximize viewing windows with

just a keystroke or a mouse gesture, making it simple and fast to navigate through multiple documents without losing track of information. Users can see recently-accessed files by simply right-clicking an icon on their taskbar, and they can keep important documents and files handy by pinning them to the icon – or directly to the taskbar.

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| “Taskbar personalization enables our employees to organize their important information in a way that makes sense to them, and that makes their workday easier and their workflow faster.”  Ashu Raina, IT Director, APRA Engineering Services |

“Taskbar personalization enables our employees to organize their important information in a way that makes sense to them,” says Raina. “And that makes their workday easier and their workflow faster.”

Employees spend less time searching for information with Instant Search, which enables them to search from the Start menu, or from several places within Windows 7 or Microsoft Office. Enhanced features deepen search capabilities, essentially making Windows 7 one giant search engine, scouring a local PC, HomeGroup, network, external drives, or the Internet.

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| “Before we deployed Windows 7, we were experiencing at least one desk-side call per week – costing us 3-4 hours of productive time per visit. Now, those calls are getting resolved over the phone, saving us more than 150 productive hours annually.”  Ashu Raina, IT Director, APRA Engineering Services |

Since the Control Panel, tasks and command-level can now be searched, users simply type questions or phrases in the Instant Search box, and retrieve any information they need. For example, typing “power management” or “dim screen” will lead users to the power management feature that extends laptop battery life.

In addition, Windows 7 Libraries make it even easier for users to find, organize, and access information. Libraries are collections of folders that can be aggregated and shared between users. Files and applications related to a specific activity or project can be aggregated for an individual or group to provide a single, unified view. Libraries and searches can also be expanded across an

entire network. “Search and Libraries can work individually or together to give employees immediate access to the data, files, and information they need,” says Raina. “They are tremendous productivity boosters.”

Reducing Downtime

Windows helps reduce downtime due to help desk calls – a particular pain point for APRA – by moving more issues into a remote resolution model. The Windows 7 Problem Steps Recorder makes it easy for users to accurately and quickly communicate a technical issue to a support agent by recording the keystrokes and screen shots to recreate the issue, and sending them to the agent.

Having that information enables the agent to diagnose the issue faster, usually resolving the issue over the phone rather than sending out personnel for desk side support. “Before we deployed Windows 7, we were experiencing at least one desk side call per week – costing us 3-4 hours of productive time per visit,” says Raina. “Now, those calls are getting resolved over the phone, saving us more than 150 productive hours annually.”

Moving Forward

For APRA, Windows 7 has been a smart investment, because the company is already seeing a significant return on investment in its productivity gains. There may be more gains to come, however. “Increases in system speed and reliability, coupled with productivity and fast problem resolution are making our IT jobs easier and our internal customers’ work faster,” says Raina. “We’re able to do more with the same number of resources, and that is outstanding for profitability.”

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: [www.microsoft.com/windows/business](http://www.microsoft.com/windows/business)