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Business Value Case Study

Gardner Carton & Douglas

Windows Vista Helps Law Firm Improve Desktop Management and User Satisfaction

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Gardner Carton & Douglas LLP is a leading national law firm serving domestic and international clients in corporate law, corporate restructuring, government relations, and other legal services. It has offices in Washington, D.C., New York, Milwaukee, Albany, and Chicago, and employs more than 175 attorneys and 50 paralegals and project assistants.

To ascertain the benefits of Windows Vista™, the firm deployed a pilot project for a number of IT and business users. A business-value case study by IDC showed that upgrading GCD's PCs to Windows Vista provided Improved Total Cost of Ownership (TCO) and a desirable Return On Investment (ROI).

The analysis indicated that the deployment cost is \$47 per PC, that GCD can pay back its IT investment within a 3.6-month period, and that it can expect an estimated 373% internal rate of return (IRR) on its use of capital and a 287% ROI.

Situation

GCD's IT staff of 20 full-time employees in Chicago and 5 in Washington, D.C. manage 500 desktops and 150 laptops running on the Windows® XP SP1 or SP2 operating system. GCD uses Microsoft® Operations Manager to monitor the PC clients and 20 servers, which are authenticated with the Active Directory® service using Group Policy. Help-desk support is outsourced.

“Windows Vista and User Access Control will provide the insurance we need to successfully implement and maintain [a reliable desktop] standard.”
Jared Korte
 IT manager, GCD

Currently, GCD uses non-Microsoft software to push applications to PC clients. All users have administrative rights and can add new approved applications, update existing ones, and change hardware and device configuration settings. In the current environment, the company considers it quite difficult or impossible to monitor and enforce its policy of users installing only approved applications.

The company has implemented a significant number of industry-standard policies and procedures for security and other management functions, including a requirement to purchase hardware and software only from approved vendors. However, they would like to complete their move to IT industry standards for network management by implementing a centrally controlled network infrastructure, leading, among other benefits, to improved monitoring of applications and user settings. The IT team knows that the Windows Vista™ operating system adds support for implementing PC management best practices.

In one sample of the reasons to pursue improved central management and monitoring, the firm has recently been experiencing a number of user access and reliability issues, such as computers that lock up without warning. These are difficult to diagnose and require considerable support time. Windows Vista provides pre-emptive diagnosis to predict certain types of problems before they can cause a system lock-up, and allows management of the PC and remote diagnosis, not currently available under Windows XP.

GCD has deployed a third-party document management system. This software, along with a number of legal "add-ins" that augment Microsoft Office Word, can cause a document to become "locked" in the event of a network or PC error, making the file inaccessible to other users and possibly the original user. At GCD, this happens once a day, on average. A locked file must be unlocked by the help desk, which takes about 10 minutes. Data is lost about 50 percent of the time and it may take the user up to an hour to re-create lost document updates.

GCD has turned to Project Leadership Associates, a Chicago technology consulting firm, to provide IT management and planning services and assist the company with the migration to Windows Vista.

Solution

"The goal of any IT department is to provide a standardized desktop tested for reliability and compatibility that won't block our people from getting work done. Windows Vista and User Access Control will provide the insurance we need to successfully implement and maintain this standard," says Jared Korte, IT Manager at GCD.

Table 1: Windows Vista Deployment Costs/PC	
Deployment Costs For Windows Vista	
Planning and project management	\$2

GCD expects to resolve the above issues while improving its enterprise-wide control over the desktop, and to increase IT and user productivity, by upgrading to Windows Vista.



Solution Overview

<http://www.gcd.com>

Customer Size: 225 employees

Partner(s)
 Project Leadership Associates

Software and Services
 Windows Vista Enterprise

Vertical Industries
 Legal

Country/Region
 United States

Application compatibility testing	\$16	In its pilot deployment, GCD upgraded 17 PCs with Windows Vista, including five laptops and two Tablet PCs, with an average cost for hardware upgrades of \$125 for the desktop and \$150 for the laptop PCs. Of the 25 applications tested before the deployment, five required remediation, taking 160 hours of testing and remediation effort.
Application migration	\$25	
Image installation and PC roll-out	\$0	
Help desk and IT training	\$4	Overall satisfaction with Windows Vista during the pilot was rated by IT staff at 4 out of 5, or very high. The IT team gave similarly high ratings regarding satisfaction with the Windows Vista deployment and satisfaction with Windows Vista new and improved tools and resources, when compared to Windows XP. "Imaging tools with [Windows] Vista are very easy to understand, and much of the image information can be created automatically, making image preparation faster and easier to deploy," says Marcus Foster, Application Specialist at GCD.
Total Costs per PC	\$47	

In addition, as part of the pilot study a Total Cost of Ownership (TCO) analysis was carried out. It indicated that when GCD upgrades its PC clients to Windows Vista, it can anticipate saving \$221 per PC annually in reduced IT support costs and higher end-user productivity. The anticipated savings are:

- IT labor savings of 10 percent, the result of lower IT labor and administrative overhead, valued at \$65 per PC per year.
- User labor savings of 9 percent, the result of lower end-user support costs and end-user downtime, valued at \$147 per PC per year.

Based on its initial pilot deployment, IDC estimates that it will cost GCD \$47 per PC in IT labor costs to deploy Windows Vista throughout the organization (see Table 1).

In order to determine Return on Investment (ROI) for a Windows Vista roll-out, IDC prepared a cash flow analysis to indicate when GCD would begin to realize cost savings and what the break-even point would be for the investment. The cash flow analysis included all potential expenses and benefits as well as risk mitigation costs.

The resulting analysis showed that GCD can pay back its IT investment within a 3.6-month period and can expect an estimated 373 percent internal rate of return (IRR) on its use of capital and a 287 percent return on its investment (see Table 2).

Table 2: Windows Vista ROI Analysis at GCD

Item	
Annual Benefit	\$221
Investment	\$47
Return on Investment (ROI)	287%
Internal Rate of Return (IRR)	373%

Benefits

- Lower annual TCO of \$221 per PC
- Lower annual IT labor costs of \$65 per PC
- Improved user productivity, with annual savings of \$147 per user
- Higher user satisfaction
- Improved enterprise-wide control of the desktop

Table 3: Windows Vista Deployment Cost and Benefits per PC Annual Costs and Benefits for Windows Vista

Labor Benefits	Current Windows	Windows Vista	Change
IT Labor			
Service Desk	\$250	\$203	19%
Desktop Engineering	\$400	\$382	5%
Total IT Labor	\$650	\$585	10%
End User Labor			
Self Support of PCs	\$1,785	\$1,641	8%
Downtime	\$15	\$2	84%
Total End User Labor	\$1,800	\$1,643	9%
Cost Benefit Analysis			
Total Annual Benefit			\$221
Cost to Deploy Windows Vista		\$47	
IT Labor – Annual IT full-time equivalent (FTE) cost for Service Desk (Tier 0 to 3), and desktop engineering and support.			
User Labor – Annual cost for end users maintaining their own PCs through troubleshooting, installing and configuring software and/or software updates, data management (backup and restore), recreating lost work, and downtime.			

Based on an analysis of current desktop support operations and the results of its Windows Vista pilot, end-user time spent in self service tasks will be reduced by 8 percent, generating \$134 per user annually in user productivity savings. The cost of downtime will also decrease by about 84 percent, saving \$13 per user per year in end-user labor costs (see Table 3).

John Emel, Chief Technology Officer, responsible for IT and Library Services, likes the ability of Windows Vista to provide enterprise-wide control over the desktop, with a "more approachable interface, better test and deployment features and improved reliability, security and virus protection." He wants to have strong policies, but with the flexibility, for instance, to support other platforms, including Apple Macintosh computers, which some lawyers prefer.

OUTLOOK
In deploying Windows Vista during late 2006 and early 2007, GCD will replace all its laptops and upgrade all its desktops by adding 1 GB of memory. It also plans to use Windows Defender to safeguard against risks caused by spyware and other potentially unwanted software, and to link the Microsoft Office Outlook® messaging and collaboration client and document archives.

The firm's lawyers are looking forward to the improved reliability with Windows Vista, since their time is billable and any type of downtime directly affects their income. "Seventy percent of my day is spent using my PC, mostly e-mail, and [having] many documents open at the same time," says GCD Partner David Kay. "My computer absolutely has to work reliably."

Microsoft Windows Vista

Windows Vista can help your organization use information technology to gain a competitive advantage in today's new world of work. Your people will be able to find and use information more effectively. 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 Vista, go to:

www.microsoft.com/windowsvista

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