![DAQUAS logo]

Czech Software Vendor DAQUAS Saves Nearly 900 Employee Hours Annually with Windows®

Overview

Country or Region: Czech Republic
Industry: Software Sales

Partner Profile

This Czech-based VAR provides small businesses with a host of Microsoft products, including servers, Office components, and development tools. It also provides a small amount of technical support.

Business Situation

DAQUAS needed to not only streamline its own internal operations, but also to provide its clients with improved, more responsive customer service, and a significant reduction in downtime.

Solution

By deploying Windows 7 Professional both internally and to its clients, DAQUAS was able to overcome the roadblocks to productivity and reduce unnecessary downtime for end users.

Benefits

- ~900 work hours saved yearly
- Increase in issues solved
- Drop in waiting time

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>
> Darina Vodrazkova, General Manager, DAQUAS

Serving the Czech market since 1991, DAQUAS distributes Microsoft® software and serves as a Microsoft Value Added Reseller (VAR). The company has built a solid reputation as an expert on Microsoft licensing.

DAQUAS began receiving inquiries about ways to simplify information search and access, streamline communications, and cut down end user downtime related to document loss and recovery. As Darina Vodrazkova, General Manager, DAQUAS, says, "We were seeing significant productivity losses related to system inefficiencies and user downtime. We knew we had to find a solution quickly."

By deploying the Windows® 7 Professional operating system both in-house and to its clients, DAQUAS was able to overcome the hurdles to productivity and reduce unnecessary downtime for end users. "I've had a very good experience with Windows 7," says Vodrazkova. "It's a very fast, stable, and reliable system."

![Windows 7 logo]

Situation

In serving their clients, DAQUAS consultants needed to access data and other resources dispersed throughout the corporate network every day. However, they began noticing that their ability to efficiently locate and access the information they needed was becoming more and more difficult as time went on. "The simple act of locating five or six files related to a specific project could take our staff several minutes per file," says Vodrazkova. "Multiply that by five or ten projects per day, and the amount of time going to waste is obvious."

Although DAQUAS provides a small amount of technical support to its in-house end users, the company typically acts as an intermediary between its clients and third-party help desk personnel. DAQUAS found that it was difficult to communicate the details of its clients' computer issues. Also, it was taking a great deal of time for the help desk staff to resolve problems. This kept users waiting – and unable to work – while the problem was being researched and a solution found.

Another concern for DAQUAS was in the volume of help desk inquiries related to lost data or documents. Every time a user inadvertently deleted an important file, a desk-side technician visit became necessary, and users would again have to wait for resolution. According to Vodrazkova, "A simple slip of a finger could mean a lost document, and a lost afternoon waiting for help."

A Microsoft Gold Certified Partner for more than nine years, DAQUAS looked to Windows 7 as an opportunity to not only streamline its own internal operations, but also to provide its clients with improved, more responsive customer service, and a significant reduction in downtime.

Solution

Windows 7 Professional is a fast, stable, and secure technology, designed for ease of navigation and use. It helps enable end users to work faster, without having to learn a new way of doing things.

According to Steven Sinofsky, senior vice president of the Windows Live Engineering Group at Microsoft, partner organizations like DAQUAS are poised to make the most of this new technology. "With our new approach to planning and development, we now have a great foundation for our partners to start learning and innovating on this exciting new version of Windows," he says.

Benefits

Improving Data Search and Access

With the Windows 7 offline folders and Libraries, organizing data storage has become much easier, providing DAQUAS with a noteworthy feature to demonstrate to customers. "For years, we were trying unsuccessfully to teach our internal users, and recommend that our customers use specific file structures to better organize their data," Vodrazkova notes. "With Windows 7 Libraries, this issue is solved in a much more 'ergonomic' way. Our customers love it."

Windows Federated Search has also proven to be a real time-saver. This feature helps users to readily access the information they need by searching not only their PC, but also a wide array of remote repositories.

Simplifying Problem Resolution

Although the company's focus lies primarily in software sales, DAQUAS does provide a small amount of technical assistance, necessitating a clear and effective means of conveying issues. The Problem Steps Recorder function in Windows 7 has saved DAQUAS extensive amount of time in this area.

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Before Windows 7, the company's consultants were spending hours trying to establish the cause of any technical issues that users were experiencing. Often, this process would take hours – or even days – to accomplish. With the Windows 7 Problem Steps Recorder, the process of replicating and diagnosing issues was significantly expedited. This tool captures all of a user's keystrokes and actions and delivers them, along with associated screenshots, to the support technician in a clear, easy-to-read report. This helps the IT support staff to easily identify the cause of the problem, and take proper steps to remedy the situation.

Enabling Easy File Recovery

DAQUAS has also benefited from the new Windows 7 Restore Previous Versions feature, which enables fast recovery of a document after it has been inadvertently deleted by a user. With this feature, users themselves can easily restore a lost document, eliminating the need for a help desk ticket.

In addition to internal efficiency, DAQUAS has reported much higher levels of customer satisfaction after implementing and selling Windows 7, realizing the following key benefits:

- Easier data retrieval and organization: Data organization and retrieval has become much easier, saving valuable time and increasing customer satisfaction
- Faster problem resolution: By solving issues remotely instead of at the client's location, DAQUAS is able to resolve up to 10 times more help desk tickets than before implementing Windows 7
- Easy file restoration: Easy user-driven retrieval of deleted documents has eliminated the need for desk-side support calls

For More Information

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Windows 7

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