



U.S.-based IT Support Company Boosts Productivity by 20% with Microsoft® Office

"With the more intuitive features in Office 2010, we're spending less time working with applications and menus, and more time working with our data."

Carl Mazzanti, co-founder and CEO, eMazzanti Technologies

Customer: eMazzanti

Web Site: <http://www.emazzanti.net/>

Size: XX

Country or Region: US

Industry: Governmental

Profile

eMazzanti Technologies provides IT consulting services to small- and medium-sized businesses in the New York metropolitan area and to three other countries. Their wide range of services includes security, network design, disaster recovery, and mobile configuration.

Software and Services

- SharePoint 2010
- Word 2010
- Visio 2010
- Outlook 2010
- Conversation View
- Photo Editing
- Co-authoring

For more information about Microsoft Office, go to:
www.office.com

Since 2001, eMazzanti Technologies has provided IT consulting services to small- and medium-sized businesses in the New York metropolitan area and internationally. As a Microsoft Gold Certified Partner, the company offers a wide range of services, including security, network design, disaster recovery, and ongoing support.

Renowned for their innovative approach to network services, eMazzanti is focused on serving customers with the utmost efficiency to help them work better and faster. To meet their goal, they needed a more efficient office solution to reduce the time spent working in applications and increase the time spent catering to clients.

After receiving a high volume of requests from customers interested in 2010, eMazzanti deployed it internally and began implementing it for clients. The new software has allowed the company to serve customers quicker and communicate more effectively.

Situation

For eMazzanti, premium customer service is always the core focus. To meet their high service standards, the company must deliver three critical content pieces to the customer. The project plan conveys the scope and detailed specifications. eMazzanti

submits between 3-6 project plans per week. Multiple engineers took turns accessing and modifying the files, a sequential process that impaired productivity.

Network diagrams are another critical focus, providing engineers with the complex data infrastructure records for implementations and support. Technicians were spending at least 25 hours per month on these diagrams.

eMazzanti provides all customers with technical documentation of network systems and procedures. In addition to assisting with ongoing tasks and cutting down on support calls, this documentation illustrates the value of the company's services. eMazzanti was using a third-party application to manipulate screen shots and graphics. Email management posed another challenge. With up to 300 new messages to field each day, Carl Mazzanti, the CEO of eMazzanti

Technologies, desired a more efficient, robust mail solution to streamline communications.

Solution

To achieve more efficient collaboration, cut down on the amount of time spent on diagrams and documentation, and streamline email management, eMazzanti Technologies upgraded to Office 2010. Office 2010 has achieved a significant boost in productivity, saving up to 300 hours per year in diagram creation and expediting project deliverables by up to 20%. This has allowed eMazzanti to focus more superior customer service.

"Our customers see a higher return on investment if they use a firm that works faster," notes Carl Mazzanti. "By using Office 2010 internally and implementing it for our customers, we get more done for them in less time."

Smoother, Smarter Diagramming Capabilities

The new version of Microsoft Visio® offers a more intuitive and organized interface, making it easier for users to access common functions and complete diagrams more quickly. There is also more support for process diagrams and full integration with SharePoint 2010 encourages cross-application collaboration.

With the new Visio, eMazzanti has enjoyed a significant efficiency gains in their network diagramming capabilities. They have reduced their time investment by 20%, saving a total of 300 hours per year. By spending less time on formatting, technicians have more

availability to focus on optimizing the customer experience.

"Our network diagrams are a critical part of our business. The new Visio lets us present accurate, complex visual presentations much faster, with less margin of error," says Mazzanti.

A More Robust Graphical Experience

The new version of Microsoft Word® offers an array of efficiencies, including built-in co-authoring, sleeker navigation, and richer image editing features. The new graphical capabilities have been especially appreciated by the eMazzanti team.

"It's the little things that make a document from eMazzanti stand out from the competition, and those things take an inordinate amount of time," says Mazzanti. "Customizing those steps in Word makes the process far more intuitive, and lets us focus on the actual data instead of the application."

Word's enhanced image tools have enabled the eMazzanti team to produce more polished, professional documentation up to 20% faster by keeping all editing functions in one place. "When it comes to formatting images, performing as many tasks as possible within one application results in a huge productivity gain, both for our customers and for the technicians supporting them," notes Mazzanti.

The expanded SharePoint capabilities have also allowed eMazzanti technicians to collaborate more efficiently when creating documentation. The ability to

access and modify documents simultaneously has reduced project plan creation time by 20%, saving roughly one day per week in productivity.

More Organized Communications

For Carl Mazzanti, maintaining his daily flow of up to 300 emails was a huge challenge. Just days after implementing Microsoft Outlook® 2010, he was amazed by the application's speed and intuitiveness. "The new Outlook has greatly improved the entire company's workflow," Mazzanti notes.

Specifically, the Conversation View has allowed him to save up to 20% of daily email management time. "Now, I can click two buttons and move an entire thread at once—no more time spent filing multiple messages. Additionally, by synchronizing Office 2010 with my Windows Mobile Smartphone, I can clean up email conversations when I am away from the office. It's changed the way I work and helped me become more efficient."

Big Savings Equates to Better Service

For eMazzanti, the benefits of Office 2010 are best reflected by the level of their customers' satisfaction. "In our business, time is money," notes Jennifer Mazzanti, President of the company. "Wherever we can be more efficient internally, we can pass on the savings to our customers and our bottom line. And by demonstrating how Office 2010 is working for us, we can boost sales and help them become just as efficient."