



## Windows 7 Customer Solution Case Study



### Overview

**Country or Region:** UK

**Industry:** Museum

**Partner:** NCI Technologies

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### Customer Profile

The National Maritime Museum Cornwall is the UK's leading regional maritime education, research, and conservation center for small boats.

### Business Situation

The museum needed a solution that would increase efficiency and system reliability for its staff members without increasing overhead.

### Solution

By deploying Windows 7, the Maritime Museum was able to simplify everyday tasks, speed up business processes, and reduce downtime due to system issues.

### Benefits

- Productivity up 350 hrs./yr.
- Downtime drops ~20 hrs./yr.
- Content development up ~25

## Maritime Museum Gains More than 350 Hours in User Productivity with Windows® 7

“Windows 7 makes our systems more reliable and our people more efficient. We couldn't have dreamed of a better solution.”

Jonathan Griffin, Museum Director, National Maritime Museum Cornwall, UK

The National Maritime Museum Cornwall is the UK's leading regional maritime education, research, and conservation center for small boats.

A staff of 35 manages catering, museum exhibits, special events, retail, and ticketing functions – all highly detailed processes requiring large amount of data that must be tracked and manipulated daily. In order to maximize profit potential, the museum must keep headcount down without sacrificing services. It needed a solution that would increase efficiency and system reliability for its staff members without increasing overhead.

By deploying the Windows® 7 Professional operating system, the Maritime Museum was able to simplify everyday tasks, speed up business processes, and reduce downtime due to system issues, enabling its users to spend more time on core business functions.



“Windows 7 speeds up small tasks our employees perform over and over again, every day. That saves us approximately 10 hours per employee annually – more than two full weeks of productive time!”

Jonathan Griffin, Museum Director, National Maritime Museum Cornwall, UK

“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

## Situation

The Maritime Museum is a large, multi-faceted, process-driven organization that must manage overhead tightly in order to maintain profit margins. Employees spend a large amount of time each day comparing and manipulating information, transferring it between databases, and managing details for complex events.

According to Jonathan Griffin, Museum Director, the operations of this type of business can be complex. He says, “In essence, we manage several different businesses within our walls. This means each staff member must perform several different jobs while dealing with vast amount of data and information.”

The museum needed a solution that would enable them to reduce time spent on redundant tasks, while improving accuracy and efficiency – but without requiring additional staff.

## Solution Overview

The Maritime Museum deployed Windows 7 in 2009. Windows 7 increases productivity by simplifying everyday tasks, and makes it easy to document processes and efficiency methods so users can spend more time on value-added work. In addition, Windows 7 is a stable, highly reliable solution that reduces computing issues, and its powerful diagnostic and troubleshooting features enable users to resolve more issues themselves, reducing time-to-resolution.

“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,” said Steve Ballmer, Chief Executive Officer, Microsoft® Corporation.

## Benefits

### Simplifying Everyday Tasks

Windows 7 desktop personalization features increase productivity by reducing time spent on redundant tasks such as comparing data in Microsoft Access databases, and retrieving files and documents users need to get their jobs done. Windows 7 Aero® Enhancements “Snap,” “Peek,” and “Shake,” enable users to instantly arrange windows side-by-side – without using valuable time to rearrange and re-size them. Users can also minimize or maximize windows with just a keystroke or mousing over an icon, eliminating time-consuming mouse clicks and key strokes, and making it simple and fast to navigate through multiple documents without losing data.

With Jump Lists, users see recently-used files by simply right-clicking the icon. They can keep documents and files handy by pinning them to the Jump List – or, for faster access, they can pin them directly to their taskbar.

According to Griffin, the new features seem small at first, but the time they save adds up significantly. “Windows 7 speeds up small tasks our employees perform over and over again, every day,” says Griffin. “That saves us approximately 10 hours per employee annually – more than two full weeks of productive time!”

### Enhancing Efficiency

One of the biggest challenges in running a large, process-driven organization is ensuring that employees perform their jobs with the greatest amount of accuracy and efficiency. The Maritime Museum is using the Windows Problem Steps Recorder to capture processes and efficiency methods, and share them across the organization.

“Earlier, employees spent huge amount of time trying to explain a problem. Now, Problem Steps Recorder captures the issue automatically, so the agent on the other end can fix it much faster. This feature alone is saving us around 20 hours of productive time annually.”

Jonathan Griffin, Museum Director, National Maritime Museum Cornwall, UK

Whether documenting the steps users must take to get the most out of their Access database or explaining how to schedule group meetings in Microsoft Office Outlook, Problem Steps Recorder captures a detailed, screen-by-screen recording of the steps in video format, so that users can easily re-create processes on their own.

“With this tool, we can quickly capture important business processes and time-saving tricks that reduce mistakes and make new employees productive faster. It is not a problem steps recorder but a fantastic training steps recorder for us,” says Griffin.

#### **Reducing Downtime**

Windows 7 is a highly reliable, stable operating system that facilitates Maritime Museum’s staff spending less time resolving PC issues. “We simply have fewer issues with Windows 7,” reports Griffin. Powerful diagnostics and troubleshooters built into Windows 7 Action Center make it easier for users to resolve many issues themselves. When users do need Help Desk support, the Problem Steps Recorder makes it easy to accurately and quickly communicate the issue to the call agent, reducing time-to-resolution.

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#### **Staying Efficient, Moving Forward**

Griffin credits Windows 7 with keeping his museum’s operations smooth. “Everything we do is run by technology today. If the computers go down, it is virtually impossible to run the museum,” he says. “Windows 7 makes our systems more reliable and our people more efficient. We couldn’t have dreamed of a better solution.”

## For More Information

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For more information about NCI Technologies products and services, call +44 (0) 1326 379497 or visit the Web site at: [www.ncitech.co.uk](http://www.ncitech.co.uk)

For more information about The National Maritime Museum Cornwall products and services, call + 44 (0) 1326 313388 or visit the Web site at: [www.nmmc.co.uk](http://www.nmmc.co.uk)

## Windows 7

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)

## Software and Services

- Products
  - Windows 7 Professional