



## Windows 7 Customer Solution Case Study



### Overview

**Country or Region:** UK

**Industry:** Local Government

### Customer Profile

Matlock Town Council manages a variety of public programs on behalf of the citizenry.

### Business Situation

The Council needed to cost-effectively speed up business processes, and make it easier for staff to access the tools they needed to get their jobs done.

### Solution

Matlock Town Council deployed Windows 7, which delivers ease of use, speed, and efficiency, with features like faster boot-up times and easier search functions.

### Benefits

- Faster execution of everyday tasks
- Increase in user productivity

## UK Local Government Office Improves Productivity with Windows® 7

“Now that I’ve been using Windows 7, there’s no way I’d ever go back!”

Catherine Rawas, Technology and Communications Manager, Community Development Officer, Matlock Town Council

Matlock is a town located in the county of Derbyshire, in England’s East-Midlands. It has a population of around 11,000. The Matlock Town Council was formed in 1983. As the Council’s responsibilities grew, so did its dependence on technology. According to Town Clerk Sue Smith, “If our technology fails us, the Council’s business simply comes to a standstill.”

With an ever-growing list of projects, the Council’s staff needed to get more done in less time. The organization knew it needed to find a solid technology solution that would support its efforts.

By deploying the Windows® 7 Professional operating system, Matlock Town Council has achieved a more solid, intuitive PC experience for its users, and the gains in system speed and responsiveness have resulted in a significant overall productivity boost.

“We were experiencing so much downtime with our PCs that many of our projects were becoming delayed. We knew we had to make a change quickly.”

Catherine Rawas, Technology and Communications Manager, Community Development Officer, Matlock Town Council

“[Windows 7] is in every way a major effort in design, engineering, and innovation.”

Mike Nash, Vice President, Windows Product Management, Microsoft Corporation

## Situation

As a small organization at the bottom tier of the local government, Matlock Town Council is required to manage a great number of diverse projects with very limited resources. Smith and her small staff rely heavily on technology to help them juggle all the projects with which they are tasked on a daily basis.

As the Council staff became busier however, the technology they were dependent upon began to struggle with the increased workload. Productivity was plummeting due to PC performance that had become unreliable and unstable.

Even locating the data, applications, and other resources that were used every day was growing more and more time-consuming. Catherine Rawas, Community Development Officer for Matlock Town Council, says that the situation had become critical. “We were experiencing so much downtime with our PCs that many of our projects were becoming delayed. We knew we had to make a change quickly.”

Working with Microsoft® Gold Certified Partner Peak Support Services, Smith and Rawas set out to find a solution that would cost-effectively speed up the Council’s business processes, and make it easier for the staff to access the everyday tools they needed to get their jobs done. They found what they were looking for in Windows 7 Professional.

## The Windows 7 Solution

Windows 7 delivers ease of use, speed, and efficiency, with features like faster boot-up times, easier search functions, and better problem resolution. According to Mike Nash, Vice President of Windows Product Management at Microsoft, Windows 7 “...is in every way a major effort in design, engineering, and innovation.”

## Benefits

### A More Solid PC Experience

Windows 7 provides a more solid PC experience for Matlock Town Council’s users, making the performance of existing hardware and software more robust, and improving overall system uptime. “Essentially, Windows 7 just really works,” says Rawas.

System responsiveness has also improved dramatically, thanks to the new Windows 7 ReadyBoost™ feature. Now users have to wait less when starting up, shutting down, or resuming their PCs from standby mode. “The days of making a pot of tea while waiting for my PC to boot up are over,” laughs Smith.

Since Matlock Town Council is a grassroots organization working with a limited budget, the fact that Windows 7 offers full compatibility with Windows XP hardware and applications was a significant point. “I was pleased to hear that we would not have to scramble to come up with additional budget for hardware and software upgrades in order to deploy Windows 7,” says Smith.

### Increasing Productivity

Matlock Town Council staff has found that the new Windows 7 Federated Search feature enables them to spend less time searching for information and more time serving their constituents. Now they can easily find the record, email, or application they need almost instantly with Windows Desktop Search. It’s easy to browse through current files, media clips, and even Web sites quickly and easily. Says Rawas, “It’s so handy to just mouse over my task bar or an application icon and get a list of my most recently used files.”

Another Windows 7 feature that has helped increase staff productivity is Libraries, which enables users to access all files and applications related to a specific project or business project from a single desktop

## For More Information

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For more information about Matlock Town Council products and services, call or visit the Web site at: [www.matlock.gov.uk](http://www.matlock.gov.uk)

window. Aero® Enhancements, which enable users to “Snap” windows into place, “Shake” to make them appear or disappear, and “Peek” behind translucent windows, have helped to reduce the amount of time it previously took to configure and click between multiple desktop windows.

### Delivering the Promise

Overall, the new, more solid PC experience and increased productivity delivered by Windows 7 have made a big impact on the operations of the Matlock Town Council. “Now that I’ve been using Windows 7, there’s no way I’d ever go back,” states Rawas emphatically.

## 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