



## Windows 7 Customer Solution Case Study

Frazer  
Ryan  
Goldberg &  
Arnold LLP

### Overview

**Country or Region:** United States

**Industry:** Legal, Professional Services

#### Customer Profile

FRGA is a 17 lawyer law firm located in Phoenix, Arizona. Practice areas are small business representation, estate planning, mental health and elder law, estate and trust litigation, and real estate.

#### Business Situation

FRAG continues its quest for improved productivity and reliability.

#### Solution

Windows 7 features like Aero interface, Jump Lists, Pinning, Federated Search, Power Management and Action Center are speeding up workflow in a more secure and stable environment.

#### Benefits

- Familiar Interface Lessens Learning Curve
- Better Navigation Speeds Workflow
- Deeper Searching, Faster Results
- More Billable Hours Per Charge
- Training Tool Lowers Costs

## Law Firm Continues Pursuit to “Tech-Up” On Productivity and Reliability

“I have a Mac at home for play and a PC laptop at the office for work. The new navigation features in Windows 7 make my PC more of a productivity tool.”

T.J. Ryan, Senior Associate, Frazer, Ryan, Goldberg and Arnold, LLC

Frazer, Ryan, Goldberg, and Arnold (FRGA) is a mid-size, successful law firm that spent 2002 consulting with experts as it sought to improve its overall productivity—essentially, to help its management and staff efficiently deliver quality legal services to its clients. New application and server software helped it achieve additional productivity. However, over the last seven years new software solutions are raising the productivity bar. With the expertise of its computer consultant, itSynergy—a Microsoft® Gold Certified Partner—the law firm is test-driving the new Windows® 7 operating system. It is discovering a promising level of reliability and productivity within the features of the new operating system.



## Situation

FRGA has nearly doubled in size in the last six years to over 40 lawyers and administrative staff. Technology has played an important role in that growth by providing an IT infrastructure that has supported better communications, increased productivity and information access. However, the firm understands that it needs to regularly explore new technologies that have the potential to deliver even greater benefits. FRGA's T.J. Ryan, a senior associate, summarizes expectations: "The most important technology characteristic in our law practice is reliability. This pertains as much to an operating system or application as it does to hardware. The second focus has to be productivity, as we perpetually strive to be more efficient."

## Solution

FRGA is uncovering several Windows 7 features that are helping to address improved reliability and productivity.

### Libraries

Libraries allow a collection of documents, images, videos and other types of files to be viewed within a single folder regardless of the actual location on a computer or network. Projects like the development of a probate manual are made easier because all applicable files can be efficiently accessed from one Library.

### Aero® Interface

FRGA users can Snap windows to side-by-side view by dragging windows to borders, left and right. Grab and shake the foremost screen to make all other screens behind disappear. The Peek feature is invoked by clicking the lower right hand Show Desktop rectangle. The desktop is immediately visible to view gadgets and other desktop icons.

### Taskbar Customization

Jump Lists allow FRGA users to see the most recently used files by right-clicking on the taskbar.

### Power Management

The Power Management feature in Windows 7 provides increased energy savings and longer battery life for FRGA's laptop users.

### ReadyBoost™ technology

Using a USB flash drive, FRGA can add temporary RAM to new and old computers that otherwise would not be able to run certain applications or handle graphic or spreadsheet intensive documents.

### Action Center

Action Center keeps FRGA users informed about PC status without interrupting the workflow. It also provides direct links to a large variety of security and maintenance solutions.

### Federated Search

This functionality enables users on the FRGA network to find information—including spreadsheets, pleadings, document forms, email and presentations—on local or network drives and the Internet.

### Problem Steps Recorder

Problem Steps Recorder allows the FRGA staff to precisely capture and communicate a computer problem. It also enables staff to document fixes, create tutorials or knowledge-based reference materials for new or temporary employees and staff.

### Location-Aware Printing

Location-Aware Printing automatically recognizes and remembers each new default printer as FRGA users move from their office network to another, such as their home or home office.

## Benefits

### **Better Navigation Speeds Workflow**

According to Ryan, Aero® desktop experience features such as Snap, Peek and Taskbar features like Pinning and Jump Lists make managing documents like court pleadings, petitions and motions much more efficient. Document images help as well.

“Because I can see thumbnail images of each active document on my desktop, there is immediate recognition of a specific document, streamlining my workflow.

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### **A More Stable OS**

“Because our business depends on computers, the reliability of the OS is paramount,” emphasized Ryan. “The Windows 7 operating system appears to be solid—just what we expected.”

### **Deeper Searching, Faster Results**

Federated Search is a powerful finding feature that helps Ryan locate text, photos, spreadsheets, presentations, stored evidence, emails or any other type of document much more effectively. Ryan spends less time finding and more time getting work done.

“The Start button and Federated Search is where I begin everything...documents, programs and features. If I want to change a mouse setting, typing “mouse” in the search box gets me there. If I’m trying to find a scanned client letter, the search feature zeros-in on the right file.”

### **Familiar Interface Lessens Learning Curve**

Because the law firm’s employees work in an extremely demanding environment in terms of how tasks are completed and the efficiency they must deliver, they tend to push back when new IT solutions are introduced. However, Windows 7 is familiar territory according to Michael Cocanower, president, itSynergy, the law firm’s IT consultant. “Windows 7 managed to carry over core concepts in the OS user interface that make FRGA’s staff immediately more comfortable.”

### **More Billable Hours Per Charge**

Said Ryan, “The Power Management feature appears to give us up to 50 percent more work time per charge. For an attorney at our office that could translate into two to three extra billable hours when out on the road, in court or away from a power outlet.”

### **Faster Printing Solutions**

“Location Aware Printing is one of those features that you wish you had a long time ago,” commented Ryan. “Jumping from one network to another doesn’t slow me down from a printer standpoint.”

### **Less Obtrusive Security and Maintenance**

According to Ryan, Action Center is a more sane approach to managing security and maintenance. “I’m not bombarded by messages; rather a simple, unobtrusive alert flag indicates those actions that aren’t taken care of automatically.”

### **Training Tool Lowers Costs**

It’s not unusual for Ryan to get computer training duty added to his busy day. Problem Steps Recorder holds potential relief. “It’s typical for me to have to stand over the shoulder of a new employee walking them through various computer procedures and file locations, and explaining how incoming documents are stored electronically. With

## For More Information

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For more information about Frazer Ryan Goldberg & Arnold LLP products and services, call 602-277-2010 or visit the Web site at: [www.frgalaw.com](http://www.frgalaw.com)

For more information about itSynergy products and services, call 602.297.2400 or visit the Web site at: [www.itsynergy.com](http://www.itsynergy.com)

Problem Steps Recorder, I can made a quick training document that partially replaces me as that teacher, and it is there as a reference later on. If I can spend an hour or two less each time, it saves hundreds of dollars worth of my time.”

### Productivity Booster

“Libraries are a great feature for capturing all of the documents needed for a probate manual project, regardless of whether the files are saved locally or on shared drives,” said Ryan. “It’s a productivity booster.”

## 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. 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
  - Windows Vista Professional
  - Windows Server 2008
  - Microsoft Office® 2007

### Hardware

- Lenovo
- HP
- Dell