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| OverviewCountry or Region: IndiaIndustry: HospitalityCustomer ProfileGalaxy Hotel is an elite, spa hotel in Gurgaon, India, serving thousands of guests annually.Business SituationGalaxy operates 24 hours a day, with multiple employees sharing computers. Recently, it noticed an increase in blue screens and sluggish performance due to improper shutdown during shift change.SolutionWindows 7 Professional helped Galaxy increase system stability and performance, reduce downtime, and increase productivity, while safeguarding customer information.Benefits* ~65 hours annually saved on helpdesk problem resolution
* Faster boot up
* Improved employee productivity
 |  |  | “We are seeing efficiency improvements in virtually every facet of our internal operations from guest registration and check ins, to accounting and IT support – all due to Windows 7.”Yogesh Kumar, IT Director, Galaxy Hotel |
|  |  | Galaxy Hotel is an elite spa hotel in Gurgaon, India, serving thousands of guests annually. The hotel offers a varied selection of services and accommodations – all highly dependent on computing systems to run efficiently. Recently, the company noticed an increase in computing crashes that took systems offline for long periods. In addition, it experienced data loss due to improper system shutdown, slowing business processes and threatening to impact the guest experience. The company needed a way to stabilize its systems and improve information security, while speeding up business processes. By deploying the Windows® 7 Professional operating system, Galaxy was able to increase system stability and performance and reduce downtime, while increasing productivity and safeguarding customer information. |
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| “We have not had one blue screen since deploying Windows 7, and everything runs faster – boot up, shutdown, and all applications.”Yogesh Kumar, IT Director, Galaxy Hotel |

Situation

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Galaxy manages a complex collection of activities within its facility, including room reservations, check ins, check outs, 24-hour room service, catering, banquet and restaurant operations, accounting, and spa bookings. All these functions depend on the efficiency and stability of the hotel’s computing systems to operate.

Since the hotel operates 24 hours a day, and sees two to three shift changes, multiple employees share the same computer systems. Recently, the company noticed an increase in system crashes due to improper shutdown between shift changes, taking systems offline for long periods as IT support worked to get systems back online, sometimes resulting in lost data or corrupted files. “Our helpdesk was seeing an increase in calls due to sluggish performance, and blue screens, and employees were complaining that the simplest task took far too long to complete,” says Yogesh Kumar, IT Director of Galaxy Hotel.

The company needed to find a way to increase stability, performance, and uptime, making it easier for employees to get their work done while protecting sensitive information.It found a solution with
Windows 7.

Solution

In 2009, Galaxy Hotel rolled out Windows 7 on its PCs.Windows 7 is a stabler and more reliable solution that reduces computing issues while reducing time-to-resolution for computer issues. Employees have become more productive as Windows 7 has simplified their everyday tasks and has delivered faster access to the information they need to get their jobs done – all while safeguarding information from loss or malware.

Microsoft® has made a significant investment in advancing the Windows operating system with Windows 7. “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 of Microsoft Corporation, in early 2009.

Benefits

Increasing Stability, Performance, Uptime

Windows 7 is a highly reliable, stable operating system that speeds up performance so users can get to work faster. “We have not had one blue screen since deploying Windows 7,” says Kumar. “And everything runs faster – boot up, shutdown, and all applications.”

Faster boot up and shutdown provide added benefits to businesses like Galaxy Hotel. By making it easier for employees to properly shut down systems, Windows 7 reduces the risk of system errors, and saves the hotel money in energy consumption.

Speeding Help Desk Time-to-Resolution

The powerful diagnostics and troubleshooters built into Action Center make it easier for users to resolve many issues themselves. When users do need Help Desk support, the Windows 7 Problem Steps Recorder makes it easy to accurately and quickly communicate the issue to the support agent – significantly reducing time-to-resolution.

“We used to spend a lot of time on the phone just trying to understand and diagnose a problem,” says Kumar. “Problem Steps Recorder speeds up and automates allthat, and it is shaving at least 15 minutes off each help desk call.” With an average of five help desk calls per week, that adds up to more than 65 hours in productive time annually.

Boosting Productivity

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| “Windows 7 finally provides options that accelerate our work. It’s quite impressive, and a big time saver.”Yogesh Kumar, IT Director, Galaxy Hotel |

Windows 7 Aero® desktop personalization helps make Galaxy Hotel employees more productive by simplifying everyday tasks, and speeding up access to information. The Aero “Snap” functionality enables users to instantly arrange windows side-by-side – without using valuable time to rearrange and re-size. With Aero “Peek”, users can hover over taskbar icons to easily see open documents. A shake of the mouse makes background windows go away; a shake again brings them back. “Windows 7 finally provides options that accelerate our work,” says Kumar. “It’s quite impressive, and a big time saver.”

Task Bar Pinning enables users to pin frequently used files and application icons to the taskbar for fast access – by simply dragging and dropping. Jump Lists enable users to see recently-used files by just right-clicking the icon. They can also keep documents and files handy by pinning them to the Jump List.

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| “Advanced Backup and Restore are priceless when employees hand off work and computer systems during shift changes. And encryption makes it easy to secure specific documents or entire folders. This is incredibly helpful for shared computers with multiple users.”Yogesh Kumar, IT Director, Galaxy Hotel |

Employees now spend less time searching for information and more time on core business functions thanks to Windows 7 Federated Search. Users can search from the Start menu, or from several places within Windows 7 or Microsoft Office. Enhanced features deepen search capabilities to make Windows 7 one giant search engine, scouring a local PC, network, external drives, and the Internet.

Also, since the Control Panel, tasks, and command-level can now be searched, users can type questions or phrases in the Instant Search box to get pointers to information. For example, typing “restore previous version” will return information about how to access shadow copies to restore information that’s been lost or damaged.

Safeguarding Information

Data loss caused by poor or missing backups is an acute pain point for small businesses, and Galaxy Hotel is no exception. The strong security features in Windows 7 help protect users and systems against unexpected data corruption or loss.

Windows 7 Advanced Backup lets users schedule periodic backups to save their data – or their entire system image – to a network location or a local drive. Restore Previous Versions creates a shadow copy of files so users can restore documents that have been accidentally deleted or changed. In addition, the Windows 7 Encrypting File System lets users encrypt files or folders that contain sensitive information, such as credit card numbers or employee information.

According to Kumar, the hotel’s sensitive information is now safer with the new Windows 7 security and backup features. “Advanced Backup and Restore are priceless when employees hand off work and computer systems during shift changes,” says Kumar. “And encryption makes it easy to secure specific documents or entire folders. This is incredibly helpful for shared computers with multiple users.”

Continuing Efficiency End-to-End

According to Kumar, Windows 7 has become a key component of Galaxy Hotel’s operations, by improving system performance, employee productivity, and information security. “We are seeing efficiency improvements in virtually every facet of our internal operations, from guest registration and check ins, to accounting and IT support – all due to Windows 7,” says Kumar.

Windows 7

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| Software and Services* Products
* Windows 7 Professional
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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/)